



GUJARAT TERCE LABORATORIES LIMITED

INVESTOR GRIEVANCE REDRESSAL POLICY

BACKGROUND

Gujarat Terce Laboratories Limited's ("GTLL" or "Company") Ordinary (Equity) Shares are listed on BSE Limited (BSE). The Company's Ordinary Equity Shares are under compulsory trading in dematerialised form only.

The matters related to transfer of securities of the Company & Shareholders/Investors Grievance and related function of the Company are outsourced to Bigshare Services Private Limited, being the Registrar and Transfer Agent ("RTA") of the Company. The Secretarial Department oversees the activities of the Registrar and Transfer Agents to ensure timely transmission and demat of shares and prompt service in investor related matters.

OBJECTIVE

The objective of the Policy is to promote and build prompt Investor Grievance redressal mechanism and investor friendly relations. The Policy thus recognises the investors' right to always have a contact address available to enable them to query or record a grievance. This also enables the Company to use investors' views as a feedback mechanism.

GRIEVANCE HANDLING MECHANISM

The Company has an established mechanism for investor service and grievance handling, with the RTA and the Compliance Officer appointed by the Company for this purpose, being the important functional nodes. Some of the key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

1. The Company has a designated email ID cs@gujaratterce.com for handling investor grievances on which an investor can send a complaint. This e-mail ID is mentioned on every communication of the Company to the shareholders and is also mentioned on the website of the Company.
2. The Compliance Officer/Executives in the Corporate Secretarial Department access the above-mentioned designated investor grievances e-mail ID on a regular basis to check whether any new complaint or request from securityholders has been received.
3. Full details of the complaint or request are immediately thereafter informed to the RTA.
4. Corporate Secretarial Department obtains all information available on the complaint or request which is considered necessary for a proper resolution of the grievance. It looks into all the necessary information and undertakes to resolve them as soon as possible.
5. Upon receipt of the necessary documentation and information, and after satisfying the necessary quality checks, the Company follows the practice of resolving the investor complaint or request promptly and as per the service standards established with the RTA.
6. Status Report is obtained periodically from RTA in respect of various correspondences and complaints received by the Company directly or by the RTA.
7. The Company engages a practicing Company Secretary for carrying out Reconciliation of Share Capital Audit, Audit of delivery of share certificates within the prescribed time limit in pursuance of statutory requirements.
8. The Status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee and Board.



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9. The RTA of the Company is primarily responsible for resolving the investor's grievances and to discharge investor service functions effectively, efficiently and expeditiously.
10. The complaints received through Stock Exchanges are attended immediately.
11. All the investor complaints/grievance received online through "SEBI Complaints Redress System" (SCORES) are checked regularly and replied/resolved expeditiously.
12. The Company, in its Annual Report, also reminds the Investors to claim unclaimed dividends.
13. The Company has enrolled itself on the Online Dispute Resolution Portal notified by SEBI, where Investors can escalate their grievances, if the same is not redressed through SCORES.
14. The Company has made available escalation matrix for shareholders to escalate their concern, the details of which are given in the Annexure.

The Company has also constituted the Stakeholders Relationship Committee ("SRC") which functions under the Chairmanship of an Independent Director, to examine and redress complaints by shareholders and investors. The SRC meets as often as required to resolve shareholders' grievances including complaints related to transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates etc. The SRC also reviews measures taken by the Company for effective exercise of voting rights by Shareholders.

In addition to the above, SRC reviews adherence to the service standards adopted by the Company in respect of services being rendered by the RTA, review of various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants/annual reports/statutory notices by the Shareholders of the Company. The SRC is authorised to approve request for transmission of shares and issue of duplicate share certificates.

POLICY ADHERENCE RESPONSIBILITY:

The Company Secretary and Compliance Officer ensures that all mandatory provisions of SEBI Regulations and SEBI Investor Protection Guidelines, etc. are complied with and complaints/grievances from shareholders and investors and those routed through Stock Exchanges or SEBI SCORES or Statutory authority(ies) are resolved/replied appropriately. The policies formulated will be reviewed periodically to foster more dynamic, open and interactive corporate governance and thereby maximising shareholder value.



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Annexure to Investor Grievance Redressal Policy

ESCALATION MATRIX FOR INVESTORS GRIEVANCES

Gujarat Terce Laboratories Limited (“GTLL” or “Company”) is committed to provide effective and prompt service to its investors. GTLL has in place, a designated e-mail address i.e., cs@gujaratterce.com for assistance and/or grievance redressal and is closely monitored by the Company Secretary of MLL.

Institutional Investors:

Institutional Investors may contact the senior executives as given below:

The escalation matrix for complaints relating to the Investors of MLL is as provided below:

Level 1 –

Bigshare Services Private Limited

Registrar and Transfer Agent (“RTA”)

Address: Office No S6-2, 6th floor Pinnacle Business Park, Next to Ahura Centre, Mahakali Caves Road, Andheri (East) Mumbai - 400093, India.

Tel: +91 9016093394

Email: sandeep@bigshareonline.com

Link to raise e-mail query:

https://www.bigshareonline.com/for_investers.aspx

Website: <https://www.bigshareonline.com/index.aspx>

Level 2 –

In the event, the grievance(s) are not resolved within 5 working days of its submission along with all requisite documents or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to the Company Secretary.

Ms. Ashka Solanki

Company Secretary & Compliance Officer

Address: D/ 801-802 & 1202, The First, Behind Keshavbaug party plot, Near Shivalik High-Street, Vastrapur, Ahmedabad, Gujarat 380015

Phone: 079-35200400

Email: cs@gujaratterce.com

Level 4 –

In case of non-redressal of the complaint to the investor's satisfaction within a reasonable time frame, the investor may approach the Chief Financial Officer.

Mr. Bhagirath Maurya

Chief Financial Officer & Chief Investor Relations Officer

Address: D/ 801-802 & 1202, The First, Behind Keshavbaug party plot, Near Shivalik High-Street, Vastrapur, Ahmedabad, Gujarat 380015

Phone: 079-35200400

Email: ho@gujaratterce.com

Level 5 –

In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file their grievance through "SCORES", the centralized online system for lodging and tracking complaints.

SCORES facility can be accessed through the weblink <https://scores.sebi.gov.in/>

Procedure of filing complaints on SCORES - Easy & quick:

- a) Register on SCORES portal
- b) Mandatory details for filing complaints on SCORES:
 - i Name
 - ii PAN
 - iii Address
 - iv Mobile Number
 - v E-mail ID
- c) Benefits:
 - i Effective communication
 - ii Speedy redressal of the grievances

Level 6 –

After exhausting the afore-mentioned options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the Online Dispute Resolution Portal, notified by SEBI. The link of the same is provided here: <https://smartodr.in/login>.

A pictographic representation of the escalation process from SCORES to ODR portal is provided below:



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