

GUJARAT TERCE LABORATORIES LIMITED

INVESTOR GRIEVANCE REDRESSAL POLICY

(Reviewed and Revised by the Board of Directors on 29th May, 2026)

CIN: L24100GJ1985PLC007753 | Equity Shares listed on BSE Limited (Main Board)

1. Background

The Ordinary (Equity) Shares of Gujarat Terce Laboratories Limited (“GTL” or the “Company”) are listed on BSE Limited (“BSE”) and are under compulsory trading in dematerialised form only.

The matters relating to transfer and transmission of securities of the Company, and shareholder/investor grievances and related functions, are outsourced to Bigshare Services Private Limited, the Registrar and Share Transfer Agent of the Company (the “RTA”). The Secretarial Department oversees the activities of the RTA to ensure timely transmission and dematerialisation of shares and prompt service in investor-related matters.

2. Objective

The objective of this Policy is to promote and build a prompt investor grievance redressal mechanism and investor-friendly relations. This Policy recognises the investors’ right to always have a contact address available to enable them to make a query or record a grievance, and enables the Company to use investors’ views as a feedback mechanism.

3. Grievance Handling Mechanism

The Company has an established mechanism for investor service and grievance handling, with the RTA and the Compliance Officer being the key functional nodes. The key steps undertaken by the Company for handling investor grievances are as follows:

1. The Company has a designated email ID, cs@gujaratterce.com, for handling investor grievances, on which an investor may send a complaint. This email ID is mentioned on every communication of the Company to the shareholders and on the website of the Company.
2. The Compliance Officer / executives in the Corporate Secretarial Department access the designated investor-grievance email 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. The Corporate Secretarial Department obtains all information necessary for a proper resolution of the grievance and undertakes to resolve it as soon as possible.
5. Upon receipt of the necessary documentation and information, and after the necessary quality checks, the Company resolves the investor complaint or request promptly and as per the service standards established with the RTA.
6. A status report is obtained periodically from the RTA in respect of various correspondences and complaints received by the Company directly or by the RTA.

7. The Company engages a Practising Company Secretary for carrying out the Reconciliation of Share Capital Audit and audit of delivery of share certificates within the prescribed time limits, in pursuance of statutory requirements.
8. The status of receipt, redressal and pendency of all complaints is placed before the Stakeholders Relationship Committee and the Board.
9. The RTA is primarily responsible for resolving investors' grievances and discharging investor service functions effectively, efficiently and expeditiously.
10. Complaints received through the stock exchange(s) are attended to immediately.
11. All investor complaints / grievances received online through the SEBI Complaints Redress System ("SCORES") are checked regularly and replied to / resolved expeditiously, within the timelines prescribed under the SCORES framework.
12. The Company, in its Annual Report, also reminds investors to claim unclaimed dividends.
13. The Company has enrolled itself on the Online Dispute Resolution ("ODR") Portal notified by SEBI, where investors may escalate their grievances if the same are not redressed through SCORES.
14. The Company has made available an escalation matrix for shareholders to escalate their concerns, the details of which are given in the Annexure.
15. The Company files with the stock exchange(s), within twenty-one (21) days from the end of each quarter, a statement of investor complaints in the format prescribed under Regulation 13(3) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (the "SEBI Listing Regulations"), and publishes the same on its website.

4. Stakeholders Relationship Committee

In accordance with Section 178 of the Companies Act, 2013 and Regulation 20 of the SEBI Listing Regulations, the Company has constituted a Stakeholders Relationship Committee (the "SRC"), comprising at least three directors with at least one Independent Director, and chaired by a Non-Executive Director, to examine and redress the grievances of shareholders and investors. As on the date of this Policy, the SRC is constituted as follows:

Sr. No.	Name	Role / Designation
1.	Mr. Viplav Suryakantbhai Khamar	Chairman (Non-Executive Independent Director)
2.	Mr. Aalap Natubhai Prajapati	Member (Managing Director)
3.	Mr. Natwarbhai Parsottam Prajapati	Member (Whole-time Director)

The SRC meets as often as required to resolve shareholders' grievances, including complaints relating to transfer / transmission of shares, non-receipt of the annual report, non-receipt of declared dividends, and issue of new / duplicate certificates. The SRC also reviews the measures taken by the Company for the effective exercise of voting rights by shareholders; reviews adherence to the service standards adopted by the Company in respect of the services rendered by the RTA; reviews the measures and initiatives taken

by the Company for reducing the quantum of unclaimed dividends and for ensuring the timely receipt of dividend warrants / annual reports / statutory notices by the shareholders; and is authorised to approve requests for transmission of shares and issue of duplicate share certificates.

5. Policy Adherence Responsibility

The Company Secretary and Compliance Officer shall ensure that all mandatory provisions of the SEBI Regulations, the SEBI investor-protection framework and related circulars are complied with, and that complaints / grievances from shareholders and investors — including those routed through the stock exchange(s), SEBI SCORES or any statutory authority — are resolved / replied to appropriately. This Policy shall be reviewed periodically to foster more dynamic, open and interactive corporate governance, and thereby maximise shareholder value.

6. Amendments and Dissemination

The Board of Directors may amend this Policy from time to time as may be required, including on account of any change in the SEBI Listing Regulations or other applicable law. In the event of any conflict between this Policy and the SEBI Listing Regulations or any other statutory enactment or rules, the provisions of such law shall prevail over this Policy. This Policy shall be hosted on the website of the Company and disseminated to all concerned persons.

ANNEXURE

ESCALATION MATRIX FOR INVESTOR GRIEVANCES

Gujarat Terce Laboratories Limited is committed to providing effective and prompt service to its investors. The Company has in place a designated email address, cs@gujaratterce.com, for assistance and/or grievance redressal, which is closely monitored by the Company Secretary of the Company. Investors (including institutional investors) may escalate their grievances in accordance with the following escalation matrix:

Level 1 — Registrar and Share Transfer Agent (RTA)

Bigshare Services Private Limited	
Address	Office No. S6-2, 6th Floor, Pinnacle Business Park, Next to Ahura Centre, Mahakali Caves Road, Andheri (East), Mumbai – 400093, India
Contact Person	Mr. Sandeep
Telephone	+91 90160 93394
Email	sandeep@bigshareonline.com
E-mail query link	https://www.bigshareonline.com/for_investers.aspx
Website	https://www.bigshareonline.com/index.aspx

Level 2 — Company Secretary, Compliance Officer & Chief Investor Relations Officer

In the event the grievance(s) are not resolved within five (5) working days of submission along with all requisite documents, or the investor is not satisfied with the resolution provided, the investor may forward the complaint to:

Ms. Ashka Solanki	
Designation	Company Secretary, Compliance Officer & Chief Investor Relations Officer
Address	D/801-802 & 1202, The First, Behind Keshavbaug Party Plot, Near Shivalik High-Street, Vastrapur, Ahmedabad, Gujarat – 380015
Telephone	079-35200407
Email	cs@gujaratterce.com

Level 3 — Chief Financial Officer

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

Mr. Bhagirath Maurya	
Designation	Chief Financial Officer
Address	D/801-802 & 1202, The First, Behind Keshavbaug Party Plot, Near Shivalik High-Street, Vastrapur, Ahmedabad, Gujarat – 380015

Mr. Bhagirath Maurya	
Telephone	079-35200407
Email	ho@gujaratterce.com

Level 4 — SEBI SCORES

In case the complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file the grievance through SCORES, the centralised online system for lodging and tracking complaints, accessible at <https://scores.sebi.gov.in/>.

Procedure for filing complaints on SCORES: (a) register on the SCORES portal; (b) provide the mandatory details — name, PAN, address, mobile number and email ID; (c) benefits include effective communication and speedy redressal of grievances.

Level 5 — Online Dispute Resolution (ODR) Portal

After exhausting the above options, if the investor is still not satisfied with the outcome, the investor may initiate dispute resolution through the Online Dispute Resolution Portal notified by SEBI, accessible at <https://smartodr.in/login>.

SCORES → ODR — COMPLAINT ESCALATION PROCESS

The following illustrates the flow of a complaint from the SCORES platform through to the ODR mechanism, under the SCORES 2.0 framework:

Step	Action	Indicative Timeline
1	Complaint lodged on SCORES The investor lodges the complaint on the SCORES platform.	—
2	Auto-forwarding to the entity The complaint is automatically forwarded to the concerned entity, with a copy marked to the designated body / stock exchange.	Automatic
3	Entity uploads ATR The entity addresses / redresses the complaint and uploads the Action Taken Report (ATR) on SCORES, which is automatically routed to the complainant.	Within 21 calendar days
4	First review (designated body) If the complainant is not satisfied with the ATR (and indicates so within 15 days), or the entity fails to upload an ATR within 21 days, the complaint is escalated for first review by the designated body, which may seek clarification from the entity / complainant.	Review opted within 15 days
5	Designated body uploads ATR The designated body uploads its ATR on SCORES, which is automatically routed to the complainant.	Within 10 days
6	Second review (SEBI) If the complainant remains dissatisfied with the first-review ATR (and indicates so within 15 days), or no ATR is received within the prescribed period, the matter is escalated for second review by SEBI.	Review opted within 15 days
7	SEBI disposal After examination / review, SEBI disposes of the complaint on SCORES with reasoned closure remarks and/or advice to opt for ODR if not satisfied. The complainant also retains the option of other civil remedies.	On examination
8	Online Dispute Resolution (ODR) If still unresolved to the investor's satisfaction, the investor may initiate dispute resolution through the SEBI ODR Portal (smartodr.in).	As per ODR framework

Note: The above timelines are indicative and are subject to the SCORES 2.0 framework and the SEBI master circular on Online Dispute Resolution, as amended from time to time.

Reviewed and revised by the Board of Directors on: 29 May 2026.