



**INVESTOR GRIEVANCE REDRESSAL
POLICY
OF
INDIAN ENERGY EXCHANGE LIMITED**

Approved by Board on March 22, 2023



INVESTOR GRIEVANCE REDRESSAL POLICY OF INDIAN ENERGY EXCHANGE LIMITED

1. INTRODUCTION

The Company's equity Shares are listed on the recognized stock exchanges i.e., National Stock Exchange of India Limited (NSE) and BSE Limited (BSE).

The Company's equity Shares are under compulsory trading in demat form only. The matters related to transfer of securities of the Company & Shareholders/Investors Grievance and related function of the Company are performed by KFin Technologies Ltd. ("KFintech"). The Secretarial Department oversees the activities of the Registrar and Transfer Agents from time to time to ensure faster and efficient provision of services to the investors.

2. PURPOSE

This Policy is formulated to provide prompt services to the investors and to effectively address and redress their grievances in a timely manner. It also helps build investor confidence by formulating investor grievance redressal mechanism and to develop investor friendly relations.

3. GRIEVANCE REDRESSAL MECHANISM

The Board of Directors of the Company has appointed the Company Secretary to act as Compliance Officer of the Company in accordance with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"). The Compliance Officer is responsible for ensuring provision of prompt and effective services to shareholders and monitoring the dedicated email address of the Company for investor grievances.

The Company has engaged the services of KFintech for handling of shareholders/investors in timely and efficient manner.

Some of the key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

- (i) The Company has a dedicated email compliance@iexindia.com for handling investor grievances on which investor can send a complaint.
- (ii) Executives in the Secretarial Department access the above-mentioned investor grievances e-mail ID on a regular basis to check for any new complaint or request from shareholders of the company.



- (iii) KFintech, Registrar and Transfer Agents of the Company is primarily responsible for discharging investor service functions effectively, efficiently and expeditiously. The designated email ID of KFintech viz., einward.ris@kfintech.com is also made available to the investors for grievance redressal.
- (iv) Status Report is obtained periodically from KFintech in respect of various complaints and correspondences received by the Company directly or by KFintech. The status of the number of complaints received, resolved and pending are placed before the Stakeholders Relationship Committee.
- (v) All the investor complaints/ grievances received through “SEBI Complaints Redress System” (SCORES Portal) are being attended and resolved expeditiously.
- (vi) The complaints received through Stock Exchanges are attended immediately.

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 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 requests for transmission of shares and issue of duplicate share certificates.

Shareholders of the Company having any complaints/grievances /queries, may contact the Company or its RTA Agent as per details disclosed on the website of the Company at the following weblink:

https://www.iexindia.com/Investor_grievance.aspx?id=6Cu9vovnyaQ%3d&mid=Gy9kTd80D98%3d

4. REVIEW AND AMENDMENT

The policy document shall be approved by Board on the recommendations of the CSR & Sustainability Committee. The policy document shall be periodically reviewed on a need basis and any amendments made therein shall be reviewed by the CSR & Sustainability Committee and approved by Board.
