

POLICY ON INVESTOR GRIEVANCE REDRESSAL

Title & Objective:

This Policy shall be called ‘Investor Grievance Redressal Policy’.

This Policy is formulated to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner and recognizes the investors’ right to always have a contact address available to enable them to query or record a grievance. This also enables the Company use investors’ views as a feedback mechanism.

The shares of the Company are presently listed on SME Platform of National Stock Exchange.

Pursuant to various statutes and by virtue of their shareholding in the Company, shareholders enjoy several rights, which inter-alia include the right to receive

- (i) share certificates pursuant to transfer, transmission, split etc.;
- (ii) any dividend on the shares declared by the Company;
- (iii) annual reports and AGM notice, and
- (iv) such other rights available under law for the time being in force;

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

Grievance Handling Mechanism

The Company has an established mechanism for investor service and grievance handling, with **M/s. KFIN Technologies Limited**, Share Transfer Agent (“STA”) 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:

The Company has a designated email ID cs@aslindustries.in for handling investor grievances on which 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.

- a. Investors can lodge a complaint for non-receipt of any right available to them or failure of the STA / Company to comply with any statutory obligation by giving details of their name, folio no., DP ID / Client ID, nature and full particulars of their complaint directly to the STA, except for matters relating to shares / dividend transferred to Investor Education and Protection Fund (IEPF). For IEPF related matters, investors can directly contact the Nodal Officer appointed by the Company as specified under the Contact Details section of this Policy.
- b. Any information, other than those specified above or any supporting documentation required for redressal of the complaint shall be informed to the investors by the STA. Investors are requested to furnish all the requisite information along with duly executed documents at the earliest to avoid any delay in redressal of their complaints.
- c. In case of non-satisfactory response from STA, investors can also lodge their complaints through the Company's designated email id for investor grievances - cs@aslindustries.in. The designated email id is also displayed on the Company's website. Alternatively, investors can send their complaints at the registered office of the Company.
- d. If the investor does not receive a reply from the STA within the stipulated turnaround time, he / she may approach the Company at the credentials mentioned above. Additionally, investors are urged to refrain from sending multiple reminders during the above-mentioned turnaround periods for redressal of their complaints.
- e. Investors are requested to approach the STA, or in case of any inaction by the STA, the Company, for redressal of their concerns prior to raising their concerns with the regulatory authorities.
- f. Only complaints sent on the addresses / email ids mentioned in this Policy will be treated as valid complaints.
- g. The Company periodically obtains status report of the complaints from the STA.
- h. The Stakeholders Relationship Committee is responsible for the examination and redressal of the complaints by investors.
- i. As required under Regulation 13 of Listing Regulations, the Company files with the Stock Exchanges and places the statement of investor complaints at the Board meeting on a quarterly basis. Further, the Company also makes annual disclosure of the statement of investor complaints in its annual report pursuant to the Listing Regulations.

Miscellaneous

The Company Secretary is authorised to amend the Policy to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or SEBI. The amended Policy shall be placed before the Stakeholder Relationship Committee for noting and ratification.
