

## INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM

The Company has an established mechanism for investor service and grievance handling, with **M/s Skyline Financial Services Pvt. Ltd** 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 [sahyogcreditslimited@yahoo.in](mailto:sahyogcreditslimited@yahoo.in) for handling investor grievances on which investor can make a complaint. This e-mail ID is mentioned on every communication being made by the Company with the shareholders and also put on the website of the Company.
2. An Investor can make a written complaint through letter, fax, postcard or oral concerns are addressed telephonically also.
3. Company Secretary checks the designated investor grievances e-mail ID on a daily basis to check whether any new complaint has been lodged.
4. A correspondence either by letter or e-mail is made with the investor who has submitted written complaints acknowledging receipt of the complaint.
5. Corporate Secretarial Department obtains all information available on the complaint which is considered necessary for a proper investigation. It looks into all the necessary information and undertakes to resolve them as soon as possible.
6. The Company follows the practice of resolving the investor complaint within 15 days of receipt of the same.
7. Compliance Department will obtain all information available on the complaint which is considered necessary for a proper investigation. Look into all the necessary information and resolve the compliant as soon as possible.
8. The Company engages a practicing Company Secretary for doing Reconciliation of Share Capital Audit on quarterly basis. The Practicing Company Secretary issues a Compliance Certificate about delivery of share certificates after registration of transfer within Fifteen days of the date of lodgment of transfer, on half yearly basis pursuant to Regulation 40(9) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.
9. The Status of receipt, redressal and pendency of all the complaints are placed before the Shareholders / Investors Grievance Committee.
10. Status of redressal of complaints from BSE is informed to them through Letters / e-mail and if any telephonic enquiry is received from them, full details of the case and status of redressal are provided over phone.

11. All the investor complaints/grievance received through SEBI by online "SEBI Complaints Redress System" (Scores) checked regularly and replied/resolved expeditiously.
12. The company also notifies in its Annual Report to claim unclaimed dividends etc. by the investors/shareholders and details of unpaid dividends are also updated on website of the Company.

Website of the Company is updated regularly and a separate section for Investors namely Investor Zone is provided where all the necessary information from financial viz. Annual Reports, financial results to other general or specific corporate announcements are uploaded for quick investor information. The contact details of Registrar and Share Transfer Agent and the Secretarial Department of the Company is also provided for Investor queries.