



**SIS LIMITED**  
**INVESTOR GRIEVANCE REDRESSAL POLICY**  
**Effective July 28, 2021**

## **PURPOSE AND OBJECTIVE**

SIS Limited (“SIS” or “Company”), believes that investor service is a vital element for sustained business growth. In order to facilitate an effective control and monitoring mechanism in respect of the investor grievances/queries, this “Investor Grievance Redressal Policy” is formulated.

The Company’s equity shares are listed on the National Stock Exchange of India Limited and BSE Limited.

In accordance with applicable laws of the Company and by virtue of their shareholding in the Company, shareholders enjoy several rights, which inter-alia include the right to receive (i) credit of shares in demat account/share certificates pursuant to transfer, transmission, split etc., (ii) any dividend on the shares declared by the Company, (iii) annual reports and AGM notice, (iii) corporate benefits like rights, bonus and (iv) such other rights available under law for the time being in force.

The Company had appointed Link Intime (India) Private Limited as its Registrar & Share Transfer Agents to ensure faster and efficient services to the investors. They are primarily responsible for handling shareholders related affairs of the Company.

The Company Secretary acts as the Compliance Officer of the company. The Company Secretary is responsible for ensuring effective services to shareholders besides monitoring the dedicated email address of the Company for investor grievances.

## **DEFINITIONS**

“**Board**” means the Board of Directors of SIS Limited

“**Company**” means SIS Limited

“**RTA**” means Link Intime (India) Private Limited, the Registrar and Share Transfer Agent

“**ATR**” means Action Taken Report

“**Investors**” means an individual, entity, body corporate or such other person who is a shareholder or an investor in securities or would be investing in securities of the Company.

## **CLASSIFICATION OF INVESTOR COMMUNICATION**

The Company receives various communications from investors relating to the shares, annual reports, dividends and other related matters. These communications may either be complaints or mere queries / requests by the shareholders. The Company follows a set of guidelines for classifying shareholder’s communication between general correspondence/requests/complaints etc. These guidelines are internal to the Company.

Any request or query pertaining to the following matters is not considered/treated as a complaint

- a) Non-receipt of annual report;
- b) Non-receipt of dividend;
- c) Non-receipt of duplicate share certificate;
- d) Request for Dematerialisation/Rematerialisation of shares;
- e) Non-receipt of shares after transfer/transmission;
- f) Non updation of address or signature or nominee or any corrections thereto;
- g) Any inquiry about the process and procedure for share related matters; and
- h) Any grievance submitted to SEBI through SCORES will not be treated as a complaint if such grievance is redressed by the Company within 30 days.

### **PROCEDURE FOR REGISTRATION OF COMPLAINTS:**

- a) SEBI Complaints Redress System (SCORES) - SEBI maintains SCORES which is a web based centralized grievance redressal system of SEBI. Investors can lodge their grievances / complaints through the SCORES link available on the SEBI website. SCORES enables investors to lodge and follow up their complaints and track the status of redressal of such complaints online.
- b) E-Mail - Investors can lodge their complaints through the Company's designated e-mail ID for investor services, [investorrelations@sisindia.com](mailto:investorrelations@sisindia.com). The designated e-mail id is also displayed on the Company's website. Alternatively, investor send their complaints to the Compliance Officer at [shareholders@sisindia.com](mailto:shareholders@sisindia.com)

### **INVESTOR SERVICE TIMELINES**

Sl. No.	Description of Services	Service to be provided by	Turnaround time
1	Change of address, non-receipt of annual report and updation of bank details	RTA	<ol style="list-style-type: none"> <li>a) 5 working days from the receipt of the request;</li> <li>b) In case any supporting documents are required by the RTA for addressing the request, within a period of 5 working days from the receipt of such documents to the RTA's satisfaction.</li> </ol>
2	Transfers, change of name, dematerialisation, and loss of share certificates or any other matter	RTA	<ol style="list-style-type: none"> <li>a) within 7 to 15 days from the receipt of the request;</li> <li>b) wherein case any supporting documents are required by the RTA for addressing the request, such matters will be addressed as soon as possible from the receipt of such documents</li> </ol>

**Notes:**

1. If statutory timelines for redressal of any grievance are not specifically mentioned here, the Company/RTA shall address such grievance within the timeline as prescribed under the law.
2. The Company follows the practice of resolving investor complaints within 15 days of receipt of the same and no request shall remain open beyond 21 days.

### **GRIEVANCE REDRESSAL MECHANISM**

<b>Sl. No.</b>	<b>Complaint By</b>	<b>Complaint To</b>	<b>Matters &amp; details required</b>	<b>Escalation details</b>
1.	Investors	RTA	All shares related matter	Compliance Officer at <a href="mailto:shareholders@sisindia.com">shareholders@sisindia.com</a>
2.	Investors	Company	Non-fulfilment of rights entitled to them and failure of the RTA to comply with any statutory obligation	1 <sup>st</sup> level - Compliance Officer at <a href="mailto:shareholders@sisindia.com">shareholders@sisindia.com</a> 2 <sup>nd</sup> level - Chairman of the Stakeholder Relationship Committee at <a href="mailto:chairman_src@sisindia.com">chairman_src@sisindia.com</a>
3.	Investors	Nodal Officer, Company Secretary of the Company	IEPF related matters, i.e. shares / dividend transferred to Investor Education and Protection Fund (IEPF)	1 <sup>st</sup> level - Compliance Officer at <a href="mailto:shareholders@sisindia.com">shareholders@sisindia.com</a> 2 <sup>nd</sup> level - Chairman of the Stakeholder Relationship Committee at <a href="mailto:chairman_src@sisindia.com">chairman_src@sisindia.com</a>

**Notes:**

1. 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.
2. If the investor does not receive a reply from the RTA within the stipulated turnaround time, he / she may approach the Compliance Officer.

## CONTACT DETAILS

Particulars	Contact details
RTA	Link Intime India Private Limited, Registrar & Share Transfer Agent C 101, 247 Park, L.B.S. Marg, Vikhroli West, Mumbai 400 083  Tel.: +91 22 4918 6270  Email: <a href="mailto:rnt.helpdesk@linkintime.co.in">rnt.helpdesk@linkintime.co.in</a>
Company Secretary	Ms. Pushpalatha K Company Secretary and Compliance Officer 106, Ramanashree Arcade, 18 MG Road, Bangalore- 560001 Tel.: +91 80 2559 0801  E-mail: <a href="mailto:investorrelations@sisindia.com">investorrelations@sisindia.com</a> ; <a href="mailto:shareholders@sisindia.com">shareholders@sisindia.com</a>