



**MINDA INDUSTRIES LIMITED**  
**INVESTORS' GRIEVANCE REDRESSAL &**  
**ESCALATION MECHANISM**

## 1. **Objective:**

Minda Industries Limited (“UNO Minda”) considers its investors as a key stakeholder who repose their trust and confidence onto us. UNO Minda is committed to timely and effectively address all queries, concerns and grievances of all category of investors and therefore has formulated this policy.

## 2. **Framework**

This framework depicts our commitment to serve interests of investors and has been designed to provide a mechanism for timely redressal of the investor grievances within a designated time frame and provide escalation mechanism in case of failure in redressal. The Company has a Secretarial Department with requisite staff strength headed by the Company Secretary & Compliance Officer, to ensure the timely redressal of grievances of our investors and protect their rights as a shareholder.

## 3. **Grievance Redressal Mechanism:**

**M/s. Link Intime India Private Limited, Registrar and Share Transfer Agent (RTA)** of the Company is primarily responsible to resolve the investor’s grievances on behalf of the company. RTA is entrusted with handling all share related matters viz., transfer, transmission, transposition, nomination, dividend, change of name / address / signature, registration of mandate / Power of Attorney, replacement / split / consolidation of share certificate / demat / remat of shares, issue of duplicate certificates, etc.

The Company has an established mechanism for investor service and grievance handling, with RTA and the Compliance Officer appointed by the Company for this purpose, being the important functional nodes.

Investors can register their grievances with the RTA, either electronically via email or by letter or fax on below address:

Mr. Neeraj Jain  
Link Intime India Pvt. Ltd.  
Noble Heights, 1st Floor, NH-2, C-1, Block,  
LSC, Near Savitri Market Janakpuri, New Delhi- 110 058.  
Phones: 011- 41410592 - 49411000  
Fax 011- 41410591  
Email: [delhi@linkintime.co.in](mailto:delhi@linkintime.co.in)

If the grievance is not replied within 3 days from the lodging of grievance with all required information and documents, then the Investors may escalate their grievance to:

Mr. Bharat Bhushan  
Link Intime India Pvt. Ltd.  
Noble Heights, 1st Floor, NH-2, C-1, Block,  
LSC, Near Savitri Market Janakpuri, New Delhi- 110 058.  
Phones: 011- 41410592 - 49411000  
Fax 011- 41410591  
Email: [bharatb@linkintime.co.in](mailto:bharatb@linkintime.co.in)

It will be the duty of RTA to ensure that the complaints received from investors are redressed earliest and without delay. The grievance may be escalated to the Secretarial Team of the Company in following manner, if same is not redressed by Mr. Bharat Bhushan, within 7 days from the lodging of grievance with all required information and documents:

**Secretarial Department**  
**Minda Industries Ltd. (Corporate Office)**  
Village - Nawada, Fatehpur  
P.O. – Sikanderpur Badda IMT Manesar  
Distt. – Gurgaon, Haryana – 122004, India.  
Email: [investor@mindagroup.com](mailto:investor@mindagroup.com).

If the grievance is not replied within 3 days from the lodging of grievance with all required information and documents, then the Investor may escalate their grievance to:

**Mr. Gorakh Koundal**  
**Minda Industries Ltd. (Corporate Office)**  
Village - Nawada, Fatehpur  
P.O. – Sikanderpur Badda IMT Manesar  
Distt. – Gurgaon, Haryana – 122004, India.  
Email: [gkoundal@mindagroup.com](mailto:gkoundal@mindagroup.com).

Further, if the grievance is not replied within 3 days from the lodging of grievance with all required information and documents to Mr. Gorakh Koundal, then the Investor may escalate their grievance to the Compliance Officer of the Company at:

**Mr. Tarun Kumar Srivastava**  
**Minda Industries Ltd. (Corporate Office)**  
Village - Nawada, Fatehpur  
P.O. – Sikanderpur Badda IMT Manesar  
Distt. – Gurgaon, Haryana – 122004, India.  
Email: [tkrivastava@mindagroup.com](mailto:tkrivastava@mindagroup.com).

1. The Secretarial Team shall monitor the designated investor grievances e-mail ID on a daily basis to check whether any new grievance has been lodged.
2. A correspondence either by letter or e-mail is made with the investor who has submitted written complaints acknowledging receipt of the complaint.
3. RTA / 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.