

POLICY NAME: INVESTOR GRIEVANCE POLICY

1. Objective

This policy aims to ensure a prompt, fair, and transparent system for addressing and resolving grievances of the Company's investors/shareholders in compliance with the Companies Act, 2013, the Companies (Share Capital and Debentures) Rules, 2014, and other applicable laws.

The objective is to promote investor confidence by ensuring timely redressal of complaints related to share transfers, transmission, dividend payments, annual reports, or any other shareholder-related matter.

2. Legal Framework

This Policy is formulated pursuant to the following provisions of the **Companies Act, 2013** Voluntary and related rules:

- **Rule 7 of the Companies (Meetings of Board and its Powers) Rules, 2014** – Functions of the Stakeholders Relationship Committee.
- **Section 92, Section 94, and Section 134** – Requirements for maintaining records, annual returns, and disclosures relating to investor matters.

3. Scope of the Policy

This Policy covers grievances relating to:

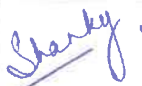
- Non-receipt of share certificates after transfer/transmission.
- Non-receipt of declared dividends.
- Non-receipt of Annual Reports or Notices.
- Errors or delays in dematerialization/rematerialization of shares.
- Non-updation of investor details (e.g., bank details, contact information).
- Any other issues related to investor servicing.

4. Redressal Mechanism

1. Investor

Investors may submit their grievances in writing or via email to the Company's **Registrar and Share**

Communication:

	Prepared By	Approved By	Approved By
Name	Mrs. Shanky Handa	Mr. Anil Sehgal	Mr. Karan Sehgal
Designation	Company Secretary	Whole Time Director	Managing Director
Sign/ Date		 MT Autocraft Systems Limited	 MT Autocraft Systems Limited

Director

Director

Transfer Agent (RTA) at compliance@mudrarta.com or directly to the **Company Secretary** at CS@MTAutocraft.com.

2. Acknowledgment:

All complaints shall be acknowledged within 7 working days of receipt.

3. Resolution:

The Company shall make every effort to resolve the investor's concern within 30 days from the date of receipt.

4. Escalation:

If the grievance remains unresolved, the matter shall be referred to Chief Financial Officer of the Company at cfo@mtautocraft.com.

5. Roles and Responsibilities

- **Chief Financial Officer:** Nodal Officer responsible for monitoring investor complaints and coordinating with RTA.
- **Stakeholders Relationship Committee:** Periodically reviews the nature and status of complaints and ensures timely resolution.
- **Board of Directors:** Oversees the overall effectiveness of the investor grievance redressal system.

6. Reporting

A quarterly summary of investor complaints received, resolved, and pending shall be presented to the Board of Directors of the Company.

7. Review of Policy

This Policy shall be reviewed periodically or as and when required due to changes in applicable laws or regulations.

	Prepared By	Approved By	Approved By
Name	Mrs. Shanky Handa	Mr. Anil Sehgal	Mr. Karan Sehgal
Designation	Company Secretary	Whole Time Director	Managing Director
Sign/ Date		 MT Autocraft Systems Limited	 MT Autocraft Systems Limited Director