

## **EQUITAS HOLDINGS LIMITED**

### **Mechanism for Redressal of Investor Grievances**

The Registrar Agreement provides for retention of records with the Registrar to the Issue for a period of at least three years from the last date of despatch of the letters of Allotment, demat credit and refund orders to enable the investors to approach the Registrar to the Issue for redressal of their grievances.

All grievances may be addressed to the Registrar to the Issue with a copy to the relevant Designated Intermediary with whom the Bid cum Application Form was submitted. The Bidder should give full details such as name of the sole or first Bidder, Bid cum Application Form number, Bidder DP ID, Client ID, PAN, date of submission of the Bid cum Application Form, address of the Bidder, number of the Equity Shares applied for and the name and address of the Designated Intermediary where the ASBA Form was submitted by the Bidder. Further, the investor shall also enclose a copy of the Acknowledgement Slip duly received from the Designated Intermediaries in addition to the documents or information mentioned hereinabove.

### **Contact Details of the Registrar:**

Karvy Computershare Private Limited  
Karvy Selenium Tower B  
Plot 31-32, Gachibowli, Financial District  
Nanakramguda, Hyderabad – 500032, A.P.  
Tel: (91 40) 6716 2222  
Fax: (91 40) 2343 1551  
Investor Grievance Email: [equitasholdings.ipo@karvy.com](mailto:equitasholdings.ipo@karvy.com)

### **Disposal of Investor Grievances by the Company**

Company estimates that the average time required by the Company or the Registrar to the Issue or the SCSB in case of ASBA Bidders, for the redressal of routine investor grievances shall be 10 Working Days from the date of receipt of the complaint. In case of non-routine complaints and complaints where external agencies are involved, the Company will seek to redress these complaints as expeditiously as possible.

Company has constituted a Stakeholders Relationship Committee comprising S/shri P. T. Kuppuswamy, Arun Ramanathan, P. V. Rajaraman and P. N. Vasudevan as members.

The terms of reference of the Stakeholders Relationship Committee includes the following:

- (a) Consider and resolve grievances of the security holders of the Company, including complaints related to the transfer of shares, non-receipt of annual report and non-receipt of declared dividends;
- (b) Investigating complaints relating to allotment of shares, approval of transfer or transmission of shares, debentures or any other securities;
- (c) Issue of duplicate certificates and new certificates on split/consolidation/renewal; and

(d) Carrying out any other function as prescribed under the SEBI Listing Regulations.

Company has also appointed Jayashree S. Iyer as the Compliance Officer and she may be contacted in case of any pre-Issue or post-Issue related problems at the following address:

**Jayashree S. Iyer**

410A, 4<sup>th</sup> Floor, Spencer Plaza  
Phase II, No. 769, Mount Road  
Anna Salai, Chennai 600 002  
Tel: (91 44) 4299 5075  
Fax: (91 44) 4299 5050  
Email: [secretarial@equitas.in](mailto:secretarial@equitas.in)