



## **SPSL's INVESTOR GRIEVANCE REDRESSAL POLICY**

### **COMPANY AT A GLANCE**

- The Company's Equity Shares are listed on the Bombay Stock Exchange (BSE).
- The Company's Equity Shares are under compulsory trading in demat form only.
- 100.00% (except 156925 shares) of the Company's Equity Shares are held in demat form.
- Company Secretary acts as Compliance Officer of the company.
- M/s Bigshare Services Pvt. Ltd., Mumbai (M/s Bigshare) is the Registrars and Transfer Agents (R&TA) of the Company.

### **INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM**

The Company has an established mechanism for investor service and grievance handling, with M/s Bigshare 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 [secretarial@starlitgroup.net](mailto:secretarial@starlitgroup.net) for handling investor complaint.
2. Also, an Investor can make a written complaint through letter or fax also on **+91-11-26102670**.
3. The Company Secretary in the Corporate Secretarial Department checks the designated investor grievances e-mail ID on a daily basis to check whether any new complaint has been lodged.
4. Full details of the complaint are thereafter informed to the Compliance Officer and R&TA of the Company as soon as it is received.
5. A correspondence either by letter or e-mail is made with the investor who has submitted written complaints acknowledging receipt of the complaint.
6. 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.

7. The Company follows the practice of resolving the investor complaint within 15 days of receipt of the same.
8. All the investor complaints/grievance received through SEBI by online “SEBI Complaints Redress System” (Scores) checked regularly and replied/resolved expeditiously.

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