

Invigorated Business Consulting Limited

(Formerly Escorts Finance Limited)

INVESTOR GRIEVANCE REDRESSAL POLICY

1. Preamble and objective

- 1.1. This Investor Grievance Redressal Policy ("**Policy**") has been formulated to provide a system for effectively registering, addressing, resolving and redressing the grievances of the investors of Invigorated Business Consulting Limited ("**Company**") in a timely manner.
- 1.2. This Policy has been reviewed and amended from time to time and last approved by the Board of Directors ("**Board**") in its meeting held on May 05, 2025.
- 1.3. The Company has appointed a qualified Company Secretary whose details are provided below to act as the Compliance Officer of the Company in terms of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("**SEBI Listing Regulations**").
- 1.4. The Company has appointed Alankit Assignments Limited, as its Registrar & Share Transfer Agent ("**RTA**") having Registration No. INR000002532, which is primarily responsible for handling investors related affairs of the Company and ensuring faster and efficient provision of services to the investors.

2. Principles of the Policy

- 2.1. The grievances/ complaints raised by investors shall be dealt with promptly, fairly and effectively within the time prescribed under various regulations.
- 2.2. The Company shall not discriminate in addressing and resolving the grievances of the investors.
- 2.3. The investors shall be fully informed of the avenues to escalate their complaints/ grievances within the Company and under applicable law if they are not fully satisfied with the responses received.

3. Classification of Investor Communication

- 3.1. The Company receives shareholder/ investor communication in relation to inter alia transfer/ transmission/ transposition of securities, splitting of share certificates, consolidation of share certificates, re-materialization and dematerialization of securities, issue of new/ duplicate certificates, deletion of name, non-receipt of declared dividends,

notices and annual reports/ requesting for some information/ details on dividend announced and not received etc. Such communication may either be in the form of complaints or mere queries/ information requests. Queries asking for information would be segregated for this policy from grievances or queries. The Compliance Officer is empowered to make the decision for such classification. Any queries on Unpublished Price Sensitive Information (UPSI) including from media would be dealt with by the Compliance Officer or the CFO.

- 3.2. In case of any ambiguity, the Compliance Officer of the Company is authorized to decide the nature and classification of the communication, and the decision of the Compliance Officer in this regard shall be final and binding.
- 3.3. All data on both segments of communications will be periodically (at least annually) presented to the Stakeholder's Relationship Committee of the Board.

4. Grievance Redressal Mechanism

- 4.1. The investors can lodge their request/ complaint by giving complete details of their name, folio no., DP ID/ Client ID, nature, and full particulars of the request/ complaint directly to the RTA except for matters related to shares/ dividend or other amounts that have been transferred to the Investor Education and Protection Fund ("IEPF"). For IEPF related matters, investors are required to directly contact the Nodal Officer appointed by the Company for this purpose at the address/ e-mail id mentioned below. It is clarified that in the event that the investors require a copy of their proof of entitlement for purpose of making form filings in relation to IEPF matters, they can request for the same from the RTA.
- 4.2. Any information in addition to the information furnished by the investor, or any supporting documentation required for redressal of the complaint shall be informed to the investors by the RTA or the Nodal Officer, as the case may be. 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.
- 4.3. Subject to any statutory timelines that may be prescribed for redressal of any investor grievance, the RTA shall endeavour to adhere with the following turnaround timelines in respect of investor requests/ complaints:
 - (a) Matters such as change of address, non-receipt of annual report/ notices of general meetings and updating of bank details to be addressed by the RTA within a period of 30 days from the receipt of the request/ complaint, or in case any supporting documents are required by the RTA for effectively addressing the request/ complaint, within a period of 30 days from the receipt of such supporting documents to the RTA's satisfaction; and

- (b) Matters other than those referred in (a) above to be addressed by the RTA within a period of 30 days from the receipt of the request/ complaint, or in case any supporting documents are required by the RTA for effectively addressing the request/ complaint, within a period of 30 days from the receipt of such supporting documents to the RTA's satisfaction.
- 4.4. The Nodal Officer shall endeavor to resolve the requests/ complaints in relation to IEPF matters as expeditiously as possible and within such time period as may be prescribed under applicable law. In case unclaimed dividend of shareholders has been transferred to IEPF, the shareholders are guided with the procedure and the list of documents required to be submitted online to the IEPF Authority as prescribed under the applicable laws from time to time.
- 4.5. Status reports are obtained periodically by the Company from the RTA in respect of the complaints received by them.
- 4.6. In case of failure on the part of the RTA to respond to any request/ complaint or unsatisfactory response from the RTA within the aforementioned stipulated time periods, the investors may lodge their complaints/ grievances with the Company through the following persons at their e-mail addresses:
 - (i) Ms. Chakshoo Mehta – **ibcl@ibcl.ltd**; and
 - (ii) Mr. Donald Fernandez - **donald.fernandez@escortskubota.com**
- 4.7. The Company shall endeavour to resolve the investor complaints received by it at the earliest and in any case within 30 days of receipt of the same by the Company, or in case any supporting documents are required by the Company for effectively addressing the complaint, within a period of 30 days from the receipt of such supporting documents to the Company's satisfaction, or within such time period as may be prescribed under applicable law in respect of a specific matter.
- 4.8. Investors are requested not to send multiple reminders during the abovementioned turnaround periods. Multiple communications, reminders or complaints received from the same investor in respect of the same matter within the stipulated turnaround periods shall be treated as a single request/ complaint.
- 4.9. In the event, the investor is not satisfied from the response received from the Company, the investor may lodge his/ her complaint through Securities and Exchange Board of India's Complaints Redress (SCORES) platform or through the SMART ODR Portal (Securities Market Approach for Resolution through ODR Portal).
- 4.10. The RTA and the Company shall take immediate efforts to resolve the complaint within 21 days of receiving the same through SCORES/ SMART ODR or as may be otherwise prescribed under applicable law.

- 4.11. In the event, the investor is not satisfied with the redressal, then such an investor may, within 15 days from the date of closure of his complaint in SCORES, opt for getting the complaint reviewed under the 'Compliant Review Facility' under SCORES, pursuant to which the complaint shall be escalated.
- 4.12. A statement containing details about the number of investor complaints (a) pending at the beginning of the quarter, (b) received during the quarter, (c) disposed of during the quarter, and (d) remaining unresolved at the end of the quarter, shall be placed, before the Stakeholders Relationship Committee and the Board of the Company.
- 4.13. Further, the statement of investor complaints shall be filed with the stock exchanges where the securities of the Company are listed, on a quarterly basis, within 30 days from the end of each quarter, in compliance with the Listing Regulations.

5. Contact Details

The following contact details for purposes of making investor requests/ complaints would also be displayed on the Company's website:

S. No.	Name of Contact	Contact Details
1.	Alankit Assignments Limited	RTA Division, 4E/2, Jhandewalan Extension, New Delhi - 110055 Contact Person:- Mr. Vijay Pratap Phone No.: +91-11-42541953, +91-11-42541234 Email-id:- rta@alankit.com/ vijayps1@alankit.com
2.	Ms. Chakshoo Mehta, Company Secretary	Contact No.: +91-129-2564286 Email id: ibcl@ibcl.ltd
3.	Mr. Donald Fernandez, Chief Financial Officer	Contact No.: +91-129-2564222 Email id: donald.fernandez@escortskubota.com

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