



AMSTER LABS LIMITED
CIN: U21001CH2024PLC045445

REGISTERED OFFICE:
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INVESTOR GRIEVANCE REDRESSAL POLICY

❖ DEFINITION

For the purpose of this Policy, the following words will carry the meaning as under:

- a. “Board” means the Board of Directors of “AMSTER LABS LIMITED”
- b. “Company” means “AMSTER LABS LIMITED”
- c. “Stipulated turnaround time” means the timelines as specified in the Investor Timelines section of this Policy.

The words and phrases not defined under this Policy will carry the same meaning as defined under the Articles of Association of the Company; the Securities and Exchange Board of India Act, 1992 read with the rules and regulations made thereunder, including the Listing Regulations; and the Companies Act, 2013 read with the rules made thereunder.

❖ OBJECTIVE

The objective of the Policy is to promote and build prompt Investor Grievance redressal mechanism and investor friendly relations. The Policy thus recognises the investors’ right to always have a contact address available to enable them to query or record a grievance. This also enables the Company use investors’ views as a feedback mechanism.

❖ INVESTOR GRIEVANCE REDRESSAL MECHANISM

The Company has undertaken some of the following steps for handling Investor Grievances. these are enumerated as follows:

1. The Company has a designated Compliance Officer, Mr. Amit Gupta for handling investor Grievances. Investor can communicate their complaint to the officer and grievances can be redressed.
2. Full details of the complaint or request are immediately thereafter informed to the Compliance Officer.
3. Corporate Secretarial Department obtains all information available on the complaint or request which is considered necessary for a proper resolution of the grievance. It looks into all the necessary information and undertakes to resolve them as soon as possible.
4. Upon receipt of the necessary documentation and information, and after satisfying the necessary quality checks, the Company follows the practice of resolving the investor complaint or request promptly and as per the service standards.
5. Status Report is obtained periodically in respect of various correspondences and complaints received by the Company.

6. The Company engages a practicing Company Secretary for carrying out Reconciliation of Share Capital Audit, Audit of delivery of share certificates within the prescribed time limit in pursuance of statutory requirements.
7. The Status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee and Board.
8. The complaints received through Stock Exchanges are attended immediately.

The Company has also constituted the Stakeholders Relationship Committee (SRC) which functions under the Chairmanship of an Independent Director, to examine and redress complaints by shareholders and investors. The SRC meets as often as required to resolve shareholders' grievances including complaints related to transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates etc. The SRC also reviews measures taken by the Company for effective exercise of voting rights by Shareholders.

In addition to the above, SRC reviews adherence to the service standards adopted by the Company in respect of services being rendered by the RTA, review of various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants/annual reports/statutory notices by the Shareholders of the Company. The SRC is authorised to approve request for transmission of shares and issue of duplicate share certificates.

❖ POLICY ADHERANCE RESPONSIBILITY

The Company Secretary and Compliance Officer to ensure that all mandatory provisions of SEBI Regulations and SEBI Investor Protection Guidelines, etc. are complied with and complaints/grievances from shareholders and investors and those routed through Stock

Exchanges or SEBI SCORES or Statutory authority are resolved/replied appropriately.

The policies formulated will be reviewed periodically to foster more dynamic, open and interactive corporate governance and hence, maximising shareholder value.

❖ RECORDS

All records, including correspondence on shareholder's complaints/grievances and queries will be securely filed with confidentiality.

❖ APPROVAL AND REVIEW

The policy document shall be approved by Board after being vetted by SRC. The policy document shall be periodically reviewed at least once in 2 years or as and when required, and the changes made therein, if any, shall be reviewed by the Stakeholders' Relationship Committee and approved by the Board.

❖ MISCELLANEOUS

The Company Secretary is authorised to amend the Policy to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or SEBI. The amended Policy shall be placed before the Stakeholder Relationship Committee for noting and ratification.

AMSTER