

EFC (I) LIMITED

Investor's Grievance Redressal Mechanism

(Pursuant to Regulation 13 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations), 2015

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1. INTRODUCTION:

EFC (I) Limited (“the Company” / “EFC (I) Limited”) believes in following, in letter and spirit, high standards of Corporate Governance so that its performance has a positive impact on its stakeholders. The grievances process, outlined in the document, provides an avenue for all stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationship between company and its stakeholder.

The Company’s securities are listed on BSE Limited. All the investor’s related matters are handled by EFC (I) Limited, Link Intime India Private Limited Registrar and Transfer Agent (RTA) of the Company. The Secretarial Department oversees the activities of the RTA to ensure timely transmission and demat of shares and prompt service in investor related matters.

2. PREAMBLE AND OBJECTIVE:

The Company is committed to adhere to the highest standards of investor relations and provide efficient services to them and effectively address and redress their grievances in a timely manner.

With this objective, the Company has formulated the Policy on Investors’ Grievance Redressal Mechanism.

To serve the investors in a faster and efficient manner, the Company has appointed EFC (I) Limited, Link Intime India Private Limited Registrar and Transfer Agent (“RTA”) The RTA is primarily responsible for handling security holders’ related affairs of the Company. For contact detail, refer to Contact Detail of RTA mentioned in this Policy.

The Company Secretary of the Company acts as the Compliance Officer of the Company under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“LODR”) and Nodal Officer under the Companies Act, 2013 and is responsible for ensuring provision of prompt and effective services to the investors and monitoring the dedicated email address of the Company for investor grievances

3. DEFINITION:

Grievance

An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.

Grievance Handling Mechanism

A way to accept assesses and resolve community complaints concerning the performance or behaviour of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.

Policy

Policy means this Policy on Investors’ Grievance Redressal Mechanism.

Scores

Scores is a web based centralized grievance redress system of SEBI (<http://scores.gov.in>), which enables the investors to lodge and follow up their complaints and track the status of redressal of such complaints online from the above website from anywhere.

Stakeholder

A stakeholder is a person, group or organization with a vested interest, or stake, in the decision-making and activities of a business, organization or project. Stakeholders can be members of the organization they have a stake in, or they can have no official affiliation.

4. SCOPE

The grievance mechanism procedure applies to all external stakeholders and all internal stakeholders of our operations of the company.

5. ROLES AND RESPONSIBILITY

- Developing resolutions and actions to rectify any issues.
- Follow up and track progress of grievance.
- Receive grievances and forward to Stakeholders Relationship Committee.
- Makes sure the grievance mechanism procedure is being adhered to and followed correctly.
- Monitor grievances/trends over time and report findings to the Committee.
- Document any interactions with external stakeholders.
- Receive grievances in person.
- Report grievance by sending email to compliance@efclimited.in and lodge the grievance.
- Provide information and assistance in developing a response and close out of a grievance.

6. GRIEVANCE REDRESSAL MECHANISM:

The Company has an established mechanism for investor service and grievance handling, the Compliance Officer appointed by the Company for this purpose. Some of the important steps / procedures followed by the Company in Investor's grievance redressal are as enumerated below:

- All the communication received through email, postal delivery and in person submissions are forwarded to Company's RTA, who is primarily responsible for addressing shareholders queries in a fair, transparent, efficient and effective manner. The RTA will also respond directly to shareholders enquiry / communication received through email, postal delivery, in person submissions or through any other online mechanism;
- The contact details including designated email id of RTA viz. ahmedabad@linkintime.co.in is made available under the Investor Services Contact section of its website;
- The Company has disseminated the contact details including email address of the Company Secretary and its designated email ID compliance@efclimited.in under Regulation 46 sub-Regulation (c),(d) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("LODR") The listed entity shall maintain a functional website containing the following information regarding grievances handling details. (<https://efclimited.in>)
- The Company closely monitors this email id and the matters referred to RTA to ensure timely responses are given to shareholders. In case of non-redressal, the same can be escalated to the Company Secretary of the Company. The relevant contact details are available on website of the Company at www.efclimited.in

- Status report is being obtained periodically from RTA which includes various correspondences and complaints received by the Company directly or by RTA and the same is being placed before the Stakeholders Relationship Committee from time to time.
- All the investor complaints/ grievances received through “SEBI Complaints Redress System” (SCORES Portal) are being attended and resolved expeditiously. The Company has also constituted the Stakeholders Relationship Committee (SRC) 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, issuance of new/duplicate certificates etc.

7. IMPORTANT COMMUNICATION:

As a part of its ongoing measures to protect the interest of the investors in the Securities Market, Securities and Exchange Board of India (SEBI), vide its Circulars dated March 16, 2023, has mandated for all the holders of physical shares to furnish/update PAN, nomination, contact details, bank account details and specimen signature with the Company’s RTA.

As per the provisions of the Companies Act, 2013, shares / dividends are transferred to Investor Education and Protection Fund (IEPF) after sending reminder letters to concerned shareholders and public notice in newspapers. The Company has appointed Nodal Officer to ensure that shareholders can claim their shares / dividend from IEPF authority expeditiously, if any. The details of the Nodal Officers (Company Secretary & Compliance Officer) are made available on the website of the Company at: www.efclimited.in.

The Investor Grievance Redressal Mechanism shall be suitably amended from time to time to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or the SEBI.

8. DISCLAIMER

In any circumstances, where the terms of this Policy differ from any existing or newly enacted law, rule, regulation or standard governing the Company, the newly enacted law, rule, regulation or standard will take precedence over this Policy until such time the Policy is changed to conform to the Law, rule, regulation or standard.

This Policy is lastly amended by the Board of Directors at its meeting held on May 29, 2024.
