

The Company has appointed M/s Link Intime India Private Limited, Registrar & Transfer Agent of the Company, for the purpose of handling the Investor related grievances.

Please find hereunder the existing complaint redressal system followed by the RTA :-

**Manpower:**The total Investor Relations Cell (IRC) team consists of nearly 25-30 people. This includes a dedicated team attending to telephone calls, written correspondence, emails. Also there is a senior team to attend to the calls. This team is headed by an experienced person at the level of Vice President.

Apart from Client servicing sections, there are support sections like, EDP, Dispatch, Legal etc. In case of complicated nature of complaint, the case is handed over to legal cell. Legal cell takes support of external legal professionals, if required.

**Computer Back up:** Back up of database is taken on daily basis before end of the day separately for NSDL, CDSL and physical share accounting. Extra cartridge of back up is sent to a residence of one of the Directors on daily basis as 'remote site' back up.

**Level of attention:** Telephonic queries and investors calling on in person are attended to by Assistant level of employees in the concerned section. Letters are also replied by Assistant level of employees in the concerned section. GC monitors this work on day to day basis. Consultation with GM/HSR/ Legal department is done if the case is complicated. Authority to sign letters replied to the investors is restricted. Letters are signed by only by employees at Manager level and above.

**Average time taken:** Average time take for replying telephonic queries is 3 days and replies to the letters are given in average time of 15 days.

**Infrastructure:** Link Intime India Pvt. Limited. (Formerly Intime Spectrum Registry Ltd.) a share transfer agent, has been entrusted with the responsibility of redressing investor complaints. LIPL has 60,000 sqft office located in Vikhroli, Mumbai.

Details of the infrastructure built by us for handling the Investor complaints / Queries:-

- We have a Call center, consisting of 20 lines and 25-30 tele executives fully dedicated to queries relating to investors in Issues. These Telephone lines can be accessed thru a single No. 49186270 , with all the 20 lines on a hunting mode.
- The calls to the Call center are first attended by an Integrated Voice Response System (IVRS), which is linked to the Database.
- There is a monitoring system to keep a watch on the functioning of the Call center which is available to all the superiors.
- If the caller desires to get further / any other information, he is passed on to the tele Executive. The Executive, while receiving the call, automatically gets the details of the applicant on the screen which facilitates easy and quick answering to the investor.
- Investors who visit our office in person, with regard to queries, are attended in a separate enclosure by a dedicated team.

- The entire team of IRC is provided with individual computers and all the tele Executives are provided with earphones as well.

Further, the Compliance Officer of the Company can be also approached for the purposes of handling Investor Related grievances. The Contact details of the Compliance Officer are as hereunder:-

**Mr. Suman Kumar**

**E.V.P.-Corporate Affairs & Company Secretary cum Compliance Officer**

**Email id : [sumankumar@smcindiaonline.com](mailto:sumankumar@smcindiaonline.com)**

**Ph No. : 011-30111333, Ext -7728/7729**