



Arfin India Limited

Plot No.117, Ravi Industrial Estate, Behind Prestige Hotel, Billeshwarpura,
Chhatral, Gandhinagar-382729, Gujarat, India

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POLICY ON INVESTORS GRIEVANCE REDRESSAL MECHANISM OF ARFIN INDIA LIMITED

Purpose

The purpose of this procedure is to have a formal mechanism of addressing the grievances of both internal and external stakeholders in a transparent manner to reduce possible conflicts and strengthen the relationship between the Arfin India Limited ('AIL' or 'the Company') and all its stakeholders.

A grievance refers to any issue, concern, problem, or claim (perceived or actual) that a shareholder wants to be addressed on matters related to transfer/ transmission and transposition of securities, etc. of the Company and activities related to handling of shareholder's grievance and related functions of the Company.

Grievance Redressal Mechanism for Shareholders

The Board has appointed the Company Secretary to act as Compliance Officer of the Company under the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations"). As Compliance Officer, the Company Secretary is responsible for ensuring the provision of prompt and effective services to shareholders and monitoring/supervising the dedicated email address of the Company for shareholder grievances.

The Company has appointed a SEBI registered entity as the Register and Transfer Agent ("RTA") to ensure faster and efficient provision of services to the shareholders. The RTA is primarily responsible for handling shareholder-related affairs of the Company. The contact details of the RTA are provided on the Company's website under the investor relations section. The email id of the RTA is also made available to shareholders for grievance redressal.

In terms of the policy adopted by the Company all grievances/complaints including those received from regulatory authority's/ stock exchanges relating to the shareholders shall be considered for the purpose of reporting to stock exchanges in accordance with SEBI Listing Regulations. The Company complies with the timelines specified under the Companies Act, 2013 and SEBI Listing Regulations for redressing grievances and responding to queries of shareholders.

In terms of the requirements of the Companies Act, 2013 and SEBI Listing Regulations, the Company has constituted the SRC which, inter-alia, oversee mechanism followed by the Company for redressal of shareholder grievances and effective functioning of the same. SRC reviews adherence to the service standards adopted by the Company in respect of services being rendered by RTA, measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants and any other regulatory communications by the shareholders. Shareholders of the Company having any complaints/grievances/queries, may contact the Company or its RTA Agent as per details given below.

The stakeholders may approach us at our registered & corporate office at:

Arfin India Limited

Plot No.117, Ravi Industrial Estate, Behind Prestige Hotel, Billeshwarpura, Chhatral, Gandhinagar-382729 Gujarat, India Phone: 02764-232621

Contact Investor Grievances:

The Company has a designated email ID investors@arfin.co.in for handling shareholder grievances. The Secretarial Compliance Department of the Company accesses the designated email ID on a regular basis to ensure timely responses to be given to the shareholders.

Registrar and Transfer Agents: MCS Limited	
Registered Office- 12/1/15, Manohar Pukur Road, Kolkata - 700026, West Bengal-India. Tel: +91 33 40724051 / 52 / 53 / 54 Fax: +91 33 40724050 Email: mcssta@rediffmail.com Web: www.mcsregistrars.com	Ahmedabad Office 201, 2nd Floor, Shatdal Complex, Ashram Road, Ahmedabad - 380009, Gujarat - India. Tel: +91 79 26580461 / 62 / 63 Email: mcsstaahmd@gmail.com

Shareholders can also avail SCORES facility of SEBI which can be accessed through the web link <https://scores.gov.in> for raising their grievances.

Resolution of Complaints

- All Stakeholders are requested to reach out via the mailbox listed above.
- All Complaints received will be logged in the “Stakeholder Grievance Register”
- All complaints will be acknowledged within 7 working days
- Depending on the nature of the complaint, the time frame for resolution of each complaint may be different. However, the Company will strive to resolve complaints within 25 working days of receipt of the complaint.
- In cases, where the time frame of complaint resolution is more than 25 days, we will inform the stakeholder the reasons for delay and provide an expected timeline for resolution.
- Necessary actions will be initiated by the respective Stakeholder Contact to ensure satisfactory resolution of the grievance. Depending on the nature of the grievance, the Stakeholder Contact will involve other members of the Company, including Senior Management, for prompt resolution of the grievance.
- The Stakeholder Contact will also investigate the root cause for initiating necessary corrective actions to prevent recurrence.
- After providing resolution and closure of the complaint, a final confirmation over an email will be sent to the stakeholder to share their feedback on the issue that is resolved.

Closure & Review

Closure of all resolutions is tracked and reviewed to ensure that Company has:

- Addressed the complaint fully within the agreed timelines
- Taken customer feedback on resolution provided
- Taken the corrective actions needed to prevent recurrence

Capturing Feedback and measuring satisfaction

A Status Report is obtained periodically from RTA in respect of various correspondences and complaints received by the Company directly or by RTA and the same is being placed before the Board/Stakeholders Relationship Committee (SRC) from time to time. All the shareholders' complaints/grievances received through "SEBI Complaints Redress System" (SCORES Portal) are also being attended and resolved expeditiously

The stakeholder officers will also connect with their relevant stakeholders to capture feedback and measure stakeholder satisfaction.

Records

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

Miscellaneous

The Company Secretary is authorized to amend the Policy to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or the SEBI. The amended Policy shall be placed before the Stakeholder Relationship Committee for noting and ratification. This Policy can be modified, withdrawn or suspended by the Company at its sole discretion without any prior intimation.