

Policy on Investor Grievance Redressal

Of Baazar Style Retail Limited

Control Summary

Version	Approving Authority	Date of Approval
1	Stakeholders Relationship Committee	March 31, 2025

1. Title

This Policy shall be called “Investor Grievance Redressal Policy”

2. Background

Baazar Style Retail Limited (**“the Company”**), the Company’s equity shares are listed on the recognized stock exchanges viz., National Stock Exchange of India Limited (“NSE”) and BSE Limited (“BSE”).

Pursuant to various statutes and by virtue of their shareholding in the Company, shareholders enjoy several rights, which inter-alia include the right to receive (i) share pursuant to transfer, transmission, split etc., (ii) any dividend on the shares declared by the Company, (iii) annual reports and AGM notice, and (iv) such other rights available under law for the time being in force.

The Company has appointed **MUFG Intime India Private Limited (Formerly Link Intime India Private Limited)** as Registrar and Transfer Agent (“RTA”) to discharge investor service functions on behalf of the Company. It is entrusted with handling all share related matters including transmission, transposition, nomination, dividend, change of name / address / signature, registration of mandate / Power of Attorney, replacement / split / consolidation of share certificate / demat / remat of shares, issue of duplicate certificates, etc. The Corporate Secretarial Department of the Company closely oversees the activities of the Registrar and Transfer Agents to ensure timely transmission and demat of shares and prompt service in investor related matters.

3. Objective

This Policy is formulated to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner thereby building friendly investor relations. It also enables the Company to use investors’ views as a feedback mechanism. The Policy aims to:

- a) Disseminate the Company’s existing mechanism for receiving and addressing grievances of investors
- b) Resolve complaints fairly and expeditiously
- c) Ensure confidentiality of complainant’s information unless required for addressing the complaint
- d) Ensure clear accountability for resolution and reporting of complaints
- e) Continually improve its processes & systems by taking inputs/ feedback from the investors.

4. Grievance Handling Mechanism

The Board has appointed the Company Secretary to act as Compliance Officer of the Company under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”). As a Compliance Officer, the Company Secretary is also responsible for ensuring provision of prompt and effective services to shareholders and monitoring the dedicated email address of the Company for investor grievances.

MUFG Intime India Private Limited being the RTA of the Company is primarily responsible for discharging investor service functions effectively, efficiently and expeditiously.

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 also 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

Some of the key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

- a. Investors can lodge a complaint or grievances for securities related matters by giving details of their name, folio no., DP ID/ Client ID, nature and full particulars of their complaint/ grievances along with duly executed supporting documents to the Company/ RTA. The contact details of Investor Relations Department, investor e-mail ID and RTA shall be mentioned on every communication of the Company to the shareholders and on the website of the Company.
- b. The Company also has a designated email ID secretarial@stylebaazar.com for handling investor grievances.
- c. Secretarial Department of the Company accesses the above-mentioned designated investor grievances e-mail ID on a daily basis to ensure timely responses to be given to the investors.
- d. 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.
- e. 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 established with RTA.
- f. Full details of the complaint or request are immediately thereafter informed to RTA.
- g. The complaints received through Stock Exchanges are attended immediately.
- h. All the investor complaints/ grievances received online through "SEBI Complaints Redress System" (SCORES Portal) are being attended and resolved expeditiously.
- i. MUFG Intime India Private Limited being the Registrars and Transfer Agents (RTA) of the Company is primarily responsible to resolve the investor's grievances. RTA is responsible for discharging investor service functions effectively, efficiently and expeditiously.

- j. Status Report is obtained periodically from RTA in respect of various correspondences and complaints received by the Company directly or by RTA. The status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee as well as before the Board of the Company.
- k. As per the provisions of the Companies Act, 2013, any unclaimed shares / dividends, if any, are transferred to Investor Education and Protection Fund (IEPF) after sending reminder letters to concerned shareholders and public notice in newspapers. The Company, in its Annual Report, also reminds the Investors to claim unclaimed dividends, if any.

5. Process followed for Investor Service Requests

Timelines: The Company and its RTA follow the timelines as stipulated under law for performance of its duties towards investors.

Investor emails will be responded within **two** working days. If the matter requires consideration / verification of records / validation of information, the Company will give an interim response within two working days and endeavour to provide information within 10 working days.

Prescribed Forms: Investor shall submit their service request in the requisite forms, as applicable and as prescribed by the regulatory authority(ies). The requisite forms are available on the Company's website, under the Investor section. Investors shall duly fill the prescribed forms and forward their service request, along with the requisite self-attested and dated or e-signed documents as prescribed under each form to the RTA.

Plain paper/Email requests: If no specific form has been prescribed, the request may be made on a plain paper / from registered email to the RTA.

Mandatory details to be provided in request: In all communications, investor should provide their complete shareholding details viz. Folio no /DP ID, Client ID, contact number/ mobile number and email address.

Request on designated email id/address: Only those requests that are sent on the addresses / Email IDs mentioned in the Policy (under Contact details section), shall be treated as valid service request(s) under the Policy.

For investor holding shares in dematerialized form: All service requests pertaining to updating of KYC, nomination, bank accounts details, contact details etc. are required to be submitted to their respective depository participant.

Online IEPF Portal: Real Time data of names of the Members and the details of their unclaimed dividend and equity shares to be transferred to the IEPF Authority are uploaded on website where Members can log in to appropriately claim the same.

6. Classification of Shareholder Communication

In terms of the policy adopted by the Company grievances/ complaints received from SEBI / Stock Exchanges / Depositories / ROC and RTA relating to the security holders shall be considered for the purpose of reporting to stock exchanges in accordance with SEBI Listing Regulations.

The Company receives various correspondence/ communication from the shareholders/ investors relating to the shares, annual reports, dividends and ancillary matters. These communications may either be complaints or mere queries/ requests by the shareholders.

The Company presently follows a set of guidelines for classifying the shareholders' communication between general correspondence/ requests/ complaints, etc. These guidelines are internal to the Company.

a. Communication from investors to be treated as requests:

- correspondence w.r.t. change in address, nominees etc.
- any communication/ suggestions/ enquiry about procedures
- any communication requisitioning information or documents relating to the Company or its operations as per statutory rights available to the shareholders
- communications in relation to matters that are sub-judice

b. Communication from investors to be treated as complaints:

All the complaints received through statutory authorities like SEBI, MCA/ROC, Stock Exchanges and the following communication received directly by the RTA shall be considered as complaints for reporting purpose:

- Non-Receipt of Annual Report
- Non-Receipt of Dividend
- Non-Receipt of Demat Credit
- Non-Receipt of Exchange Certificate
- Non-Receipt of Duplicate Certificate
- Non-Receipt of Securities after Transfer / Transmission / Name Deletion /
- Change of Name
- Non receipt of money blocked under Application Supported by Blocked Amount (ASBA) for IPO of the Company

7. Escalation Matrix

Investors can refer the below given escalation matrix in case they do not receive any revert from RTA/ Company within the timelines specified above.

Level 1	Registrar and Transfer Agent: MUFG Intime India Private Limited C 101, 247 Park, L.B.S.Marg, Vikhroli (West) Mumbai 400083, Tel:- +91-22-49186000 Email: rnt.helpdesk@linkintime.co.in
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<p>Level 2</p> <p>In the event, the grievance(s) are not resolved within 3 working days of its submission along with all requisite documents/information or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to the next level of hierarchy.</p>	<p>Ms. Rupali Raj – Deputy Manager, Corporate Secretarial & Legal P S Srijan Techpark, DN-52, Street No. 11, Sector V, Salt Lake, North 24 Parganas, West Bengal - 700091 Tel. No.: 033-6125 6125 Email: sbsecretarial@stylebaazar.com</p>
<p>Level 3</p> <p>In the event, the grievance(s) are not resolved within 5 working days of its submission along with all requisite documents or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to the Company Secretary.</p>	<p>Mr. Abinash Singh – Chief Compliance Officer, Company Secretary, Head-Legal & Compliance P S Srijan Techpark, DN-52, Street No. 11, Sector V, Salt Lake, North 24 Parganas, West Bengal - 700091 Tel. No.: 033-6125 6125 Email: abinash.singh@stylebaazar.com</p>
<p>Level 4</p>	<p>In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file their grievance through “SCORES”, the centralized online system for lodging and tracking complaints.</p> <p>SCORES facility can be accessed through the weblink http://scores.gov.in</p>
<p>Level 5</p>	<p>The Company is committed to prompt redressal of investor grievances and is in the process of registering on the SMART ODR (Securities Market Approach for Resolution Through Online Dispute Resolution) platform to provide investors with a streamlined platform for timely complaint resolution.</p> <p>Investors can access the SMART ODR facility by visiting https://smartodr.in</p>