



INVESTOR GRIEVANCE REDRESSAL MECHANISM

INVESTOR GRIEVANCE REDRESSAL MECHANISM OF

A. K. CAPITAL FINANCE LIMITED

Approved/ Amended by	Date of Approval
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INVESTOR GRIEVANCE REDRESSAL MECHANISM

Introduction:

A. K. Capital Finance Limited believes that Investor service is a vital element for sustained business growth and for better corporate governance. The Company's approach is to treat and service all the investors consistently and fairly. The Company endeavours to address all grievances/ complaints, in a reasonable time and satisfactory manner. Investor grievances/ complaints constitute an important voice of Investor and thus a structured grievance redressal framework is important.

Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Company realizes that quick and effective handling and resolution of Investors' grievances is essential. This mechanism shall ensure that all grievances/ complaints shall be heard and the response would be sent for such grievances/ complaints. The Investor Redressal Mechanism of the Company is based on the following principles:

1. Investors are treated fairly at all times.
2. Grievances/ complaints raised by Investors are dealt with courtesy and in a timely manner.
3. Grievances/ complaints are treated efficiently and fairly.
4. The employees and management of the Company work in good faith and towards the interests of the Investors.

Applicability and Objective:

SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 mandates implementation of Investor Grievance Mechanism by all the listed entity to address the complaints/ grievances of any of its investors. Accordingly, in view of the regulatory requirement and to ensure prompt resolution, the Company has laid down the appropriate Grievance Redressal Mechanism to resolve grievances/ complaints of its investors.

All the investor grievances/ complaints registered with the Company shall be reviewed, monitored and resolved in compliance with the provisions of the applicable laws. The focus shall be, to ensure all grievances are resolved in a timely basis and to the full satisfaction of the investors.

The Company has designated the Compliance Officer appointed under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as Investor Grievance Redressal Officer, who can be approached in case of any grievance/ complaint.

Definition:

- a. **"Act"** means Securities and Exchange Board of India Act, 1992, as amended from time to time.

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- b. **“Board”** means Board of Directors of the Company.
- c. **“Company”** means A. K. Capital Finance Limited.
- d. **“Grievance”** means any written grievance or complaint related to any of the securities of the Company and/ or specified in Annexure I of this Mechanism.
- e. **“Investor”** includes any investor in the securities of the Company as well as potential investor who has applied/ submitted application for subscribing the securities issued by the Company.
- f. **“Investor Grievance Redressal Officer”** means the Compliance Officer appointed under the provisions of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.
- g. **“Listing Regulations”** means SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended from time to time.
- h. **“Mechanism”** means Investor Grievance Redressal Mechanism of the Company.
- i. **“SEBI”** means Securities and Exchange Board of India.

Wherever appropriate in this Mechanism, a singular term shall be construed to mean the plural where necessary and a plural term the singular. Similarly, any masculine term shall also be construed to mean the feminine or any other gender and vice versa.

Words or phrases not defined above or anywhere in this Mechanism shall have same meaning ascribed to them under the Act or Listing Regulations or Circulars notified by SEBI.

Steps for handling Investor Grievances:

1. The procedure and actions mentioned in this mechanism shall only be applicable for categories of complaints listed in **“Annexure – I”**.
2. The Company has a designated email id i.e. compliance@akgroup.co.in for handling investor grievances on which investors can submit his/ her grievances/ complaints. This e-mail ID is available on the website of the Company (<https://www.akgroup.co.in>).
3. Also, an Investor shall make a written grievances/ complaints marking it to the Investor Grievance Redressal Officer at 601-602, 6th Floor, Windsor, Off CST Road, Kalina, Santacruz (E), Mumbai – 400 098

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4. The Investor Grievance Redressal Officer tracks the grievances/ complaints received on the designated e-mail ID or through any other mode on a regular basis. The said compliant/ grievance shall be resolved within 21 days from the day of receipt of complaint.
5. The investors wish to lodge a complaint on SCORES (complainant) are required to register themselves on <https://scores.gov.in> by clicking on "Register Here" under the "Investor Corner". While filing the registration form, details like Name of the investor, Permanent Account Number (PAN), contact details, email id, address of correspondence, Aadhaar number (Optional), Central KYC (CKYC) ID (Optional), Bank Account related information (Optional) etc. are required to be provided.
6. The complainant may use SCORES to submit the complaint or grievance directly to the listed companies. Such a complaint is called a "Direct Complaint" and shall be dealt in the manner specified in "Annexure – II".
7. The investor may contact the Investor Associations (IAs) recognized by SEBI for any assistance in filing complaints on SCORES. The list of IAs is available on SEBI website (www.sebi.gov.in) (*Path – Home » Intermediaries/ Market Infrastructure Institutions » Recognised Intermediaries » Recognised Investors Associations*). Investors may also seek assistance in filing complaints on SCORES from SEBI's toll free helpline number 1800 266 7575.
8. The investor may also approach and submit the grievance/ complaint to the Registrar & Transfer Agent and Debenture Trustee & Security Trustee of the Company. Below given contact details:

REGISTRAR & SHARE TRANSFER AGENT

Name - Link Intime India Private Limited

Address - C 101 247 Park, L B S Marg,

Vikhroli West Mumbai 400 083

Contact Person - Mr. Ganesh Jadhav

Tel. - +91 22 49186000

Fax - +91 22 49186060

Email - ganesh.jadhav@linkintime.co.in

Website - www.linkintime.co.in

DEBENTURE TRUSTEE & SECURITY TRUSTEE

Name - Catalyst Trusteeship Limited,

Address - 604, Windsor Building, Kalina,

Santacruz East, Mumbai - 400098



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Contact Person - Ms. Priti Shetty

Tel - +91 022-49220555

Fax - +91 22 4922 0505

Email - ComplianceCTL-Mumbai@ctltrustee.com

Website - <https://www.catalysttrustee.com>

9. In order to enhance ease, speed and accuracy in the redressal of grievance, the complaint shall be lodged on SCORES within one year from the date of cause of action, where the Complainant approached the Company for redressal of the complaint and the Company rejected the complaint or the complainant has not received any reply from the Company or the complainant is not satisfied with the reply received or the redressal by the Company.
10. The Investor Grievance Redressal Officer gathers all information available on the grievance/ complaint which are considered necessary for a proper investigation. He looks into all the necessary information and undertakes to resolve them as soon as possible.
11. To enhance investor satisfaction on complaint redressal, 'First & Second Review' is also available under online resolution mechanism, wherein a complainant, if not satisfied with the redressal of grievance by the Company & opts for review within 15 days from the receipt of Action Taken Report (“ATR”) from the Company/ Designated body or there is no response from the Company/ Designated body within the stipulated timeline.
12. For any failure to redress investor grievances received through SCORES and remains pending beyond 60 days by the Company, appropriate actions as specified in “Annexure – III” shall be taken.
13. The Board of the Company shall review the status of the grievances/ complaints on a quarterly basis.

Resolution mechanism for offline complaints:

Any investor wishes to report any grievance/ complaint shall submit the same on the below given email ids in the prescribed format as specified in “Annexure IV”

1. In case of any complaint/ grievance, the Investors can write to:

Investor Grievance Redressal Office

601-602, 6th Floor, Windsor, Off CST Road, Kalina,

Santacruz (E), Mumbai – 400 098

Phone No.: 022-67546500

Email Id: compliance@akgroup.co.in



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2. If not satisfied with the response of the Investor Grievance Redressal Officer, the Investors can write to:

Mr. A. K. Mittal : Managing Director
601-602, 6th Floor, Windsor, Off CST Road, Kalina,
Santacruz (E), Mumbai – 400 098
Phone No.: 022-67546546
Email Id: cs@akgroup.co.in

The Company shall provide the resolution within 21 days from the receipt of complaint/ grievance from the investor.

Resolution mechanism for online complaints through SCORES:

1. In case Investors do not receive a resolution within 21 days from the date of submission of the complaint or not satisfied with the resolution or wish to submit an online complaint, they can submit the complaint/ grievance through SCORES at <https://scores.gov.in/>.
2. Complaint shall be auto forwarded to the Company through SCORES. The Company shall resolve the Complaint and upload the ATR on SCORES within 21 calendar days of receipt of the Complaint. The ATR uploaded by the Company will be automatically routed to the complainant.
3. The given complaint shall be simultaneously forwarded to Designated Body, i.e., Stock Exchange. The Designated Body to ensure that the Company shall submit the ATRs with the stipulated timeline.
4. First review

In case the Company has not submitted the ATR within the stipulated time of 21 calendar days

Or

If the complainant is not satisfied with the resolution provided and make a request for a review of the resolution provided by the entity within 15 calendar days from the date of submission of ATR

Then, the concerned Designated Body shall take cognizance of the Complaint for first review of the resolution through SCORES and the Company shall submit the ATR within the allowed timeline. The Designated Body shall submit the revised ATR to the complainant on SCORES within 10 calendar days of the review sought.



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5. Second review

In case the Designated Body has not submitted the ATR within the stipulated time of 10 calendar days

Or

If the complainant is not satisfied with the resolution provided and make a request for a review of the resolution provided by the entity within 15 calendar days from the date of submission of ATR

Then, SEBI may take up the review with stakeholders involved, including the Company or/and Designated Body. The Company or/ and Designated Body shall take immediate action on receipt of second review complaint from SEBI and submit revised ATR to SEBI through SCORES, within the timeline specified by SEBI.

Stakeholders Relationship Committee:

The Committee of the Board monitors the investor grievances and implements processes for facilitating smooth investor experience. A report about the complaints/ grievances covering complaints received, resolved and outstanding as at the end of the quarter shall be placed before the said Committee for deliberation. In case of any delay in resolution process, the same shall be brought to the notice of the Committee on immediate basis.

Annexure – I – “Nature of Complaints”

1. Non updation of address /Signature or Corrections etc
2. Non-receipt of Bonus
3. Non receipt of Dividend
4. Non receipt duplicate debt securities certificate
5. Non-receipt of duplicate share certificate
6. Non receipt of fractional entitlement
7. Non receipt of interest for delay in dividend
8. Non receipt of interest for delay in payment of interest on debt security
9. Non receipt of interest for delay in redemption proceeds of debt security
10. Non receipt of interest for delay in refunds
11. Non receipt of interest on securities
12. Non receipt of redemption amount of debt securities
13. Non receipt of refund in Public/ Rights issue
14. Non receipt of Rights Issue form
15. Non receipt of securities after conversion/ endorsement/ consolidation/ splitting
16. Non receipt of securities after transfer
17. Non receipt of securities in public/ rights issue
18. Non receipt of shares after conversion/ endorsement/ consolidation/ splitting
19. Non receipt of shares after transfer
20. Non receipt of shares after transmission
21. Non receipt of shares in public/ rights issue (including allotment letter)
22. Non-receipt of interest for delay in dispatch/credit of securities
23. Receipt of refund/ dividend in physical mode instead of electronic mode
24. Receipt of shares in physical mode instead of electronic mode
25. Demat/ Remat
26. Complaints of any other nature as may be notified under applicable regulations from time to time

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Annexure – II – “Online Redressal Mechanism”



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Sr. No.	Activity	No of calendar days
1.	Complaint handling:	
a.	Complaint received in SCORES by the listed company	T
2.	Action in case of non-compliances:	
a.	Notice to Listed company intimating the fine @ INR 1000/- per day, per complaint to be levied for not resolving the complaints within 60 days	T+61
b.	Notice to Promoters for non-resolution of complaints and non-payment of fine to the stock exchange.	T+76
c.	Freezing of promoters shareholdings (i.e. entire shareholding of the promoter(s) in listed company as well as all other securities held in the demat account of the promoter(s)) in demat account.	T+86
d.	Stock exchanges may take any other actions, as deemed appropriate.	
e.	Once Stock exchange has exhausted all options and yet the number of pending complaints exceed 20 or the value involved is more than INR 10 lakhs, the Exchange to forward the details of such Listed companies to SEBI for further action, if any	



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Annexure – IV – “Complaint/ Grievance Form”

Name of the Investor/ Complainant	
Permanent Account Number (“PAN”)	
DP & Client ID/ Folio Number	
Communication address	
Mobile Number	
Email Address	
ISIN of the Securities	
Details about the complaint/ grievance	
Attachments, if any	

Note:

- 1. All the fields are mandatory, until specified otherwise**
- 2. The Company shall promptly respond to the investor/ complainant confirming the receipt of grievance/ compliant**