

## POLICY ON STAKEHOLDER GRIEVANCE REDRESSAL

(Approved & adopted by the Board of Directors on May 07, 2025)

### (1) PREAMBLE:

The Board of Directors (the “Board”) of Sejal Glass Limited (the “Company”), has adopted the following policy and procedures to effectively redress the Grievances of the Shareholders of the Company. Regulation 4(2)(d)(iv) of SEBI (LODR) Regulations, 2015 provides for a mandatory requirement for all listed entities to establish a mechanism called “Vigil Mechanism/Whistle Blower Policy enabling stake holders, including individual employees and their representative bodies, to freely communicate their concerns about illegal or unethical practices.

This Policy was recommended by the Stakeholder Relationship Committee and approved by Board of Directors at their meeting held on May 07, 2025.

The Company has appointed M/s MUFG Intime India Private Limited as its Registrar & Transfer Agents (“RTA”) to ensure faster and efficient provision of services to the investors. The RTA is primarily responsible for handling the security holder’s related affairs of the Company.

The Company Secretary to act as Compliance Officer of the Company. As Compliance Officer, the Company Secretary is responsible for ensuring provision of prompt and effective services to the security holders and monitoring the dedicated email address of the Company for investor grievances.

### (2) OBJECTIVE:

The objective of the Policy is to promote and build prompt Investor Grievance redressal mechanism and investor friendly relations. The Policy thus recognises the investors’ right to always have a contact address available to enable them to query or record a grievance. This also enables the Company to use investors’ views as a feedback mechanism.

### (3) DEFINITION:

For the purpose of this Policy, the following words will carry the meaning as under:

- a. “Board” means the Board of Directors of Sejal Glass Limited.
- c. “Policy” means this Policy on Stakeholder Grievance Redressal Mechanism.
- d. “SCORES” is a web based centralized grievance redressal system of SEBI (<http://scores.gov.in>), which enables the investors to lodge and track anywhere the status of redressal of such complaints online from the above website.

#### (4) GRIEVANCE HANDLING MECHANISM:

The Company has an established mechanism for investor service and grievance handling, with MUFG Intime India Private Limited and the Compliance Officer appointed by the Company for this purpose. Some of the key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

1. The Company has a designated email ID [compliance@sejalglass.co.in](mailto:compliance@sejalglass.co.in) for handling investor grievances on which investor can send a complaint. This e-mail ID is mentioned on every communication of the Company to the shareholders and is also mentioned on the website of the Company.
2. Executives in the Corporate Secretarial Department access the above-mentioned designated investor grievances e-mail ID on a regular basis to check whether any new complaint or request from security holders has been received.
3. Full details of the complaint or request are immediately thereafter informed to MUFG Intime India Private Limited.
4. 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.
5. 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 the RTA.
6. Status Report is obtained quarterly from the RTA in respect of various correspondences and complaints received by the Company directly or by RTA.
7. The Company engages a practicing Company Secretary for carrying out Reconciliation of Share Capital Audit, Audit of delivery of share certificates within the prescribed time limit in pursuance of statutory requirements.
8. The Status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee.
9. The Registrars and Transfer Agents (RTA) of the Company is primarily responsible to resolve the investor's grievances. The RTA is responsible for discharging investor service functions effectively, efficiently and expeditiously.
10. The complaints received through Stock Exchanges are attended immediately.
11. All the investor complaints/grievance received online through "SEBI Complaints Redress System" (SCORES) are checked regularly and replied/resolved expeditiously.

The Company has also constituted the Stakeholders Relationship Committee (SRC) which functions under the Chairmanship of a Non-Executive Director, to examine and redress complaints by shareholders and investors. The SRC meets as often to review the measures taken by the Company for effective exercise of voting rights by Shareholders. In addition to the above, SRC 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 ensuring timely receipt of annual reports/statutory notices by the Shareholders of the Company.

The Company Secretary and Compliance Officer to ensure that all mandatory provisions of SEBI Regulations and SEBI Investor Protection Guidelines, etc. are complied with and complaints/grievances from shareholders and investors and those routed through Stock Exchanges or SEBI SCORES or Statutory authority (ies) are resolved/replied appropriately. The policies formulated will be reviewed periodically to foster more dynamic, open and interactive corporate governance and thereby maximizing shareholder value.

(5) **CONTACT DETAILS:**

➤ **Company:**

Name : Mr. Ashwin S. Shetty

Designation : VP Operations & Company Secretary - Compliance Officer

Telephone no. : 02228665100

E-mail ID : [ashwin@sejalglass.co.in](mailto:ashwin@sejalglass.co.in), [Compliance@sejalglass.co.in](mailto:Compliance@sejalglass.co.in)

➤ **Registrar and Transfer Agent:**

MUFG Intime India Private Limited (Formerly known as Link Intime India Private Limited)

C-101, Embassy 247, L.B.S. Marg,

Vikhroli (West),

Mumbai – 400 083.

[www.in.mpms.mufig.com](http://www.in.mpms.mufig.com)

T: +91 22 4918 6000

Email - [nayna.wakle@in.mpms.mufig.com](mailto:nayna.wakle@in.mpms.mufig.com)

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.

SCORES facility can be accessed through the web link <http://scores.gov.in>.

Filing complaints on SCORES - Easy & quick

a) Register on SCORES portal

b) Mandatory details for filing complaints on SCORES are name, PAN, address, mobile number, E-mail ID of the complainant.

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