



POLICY ON INVESTOR GRIEVANCE REDRESSAL OF EMPOWER INDIA LIMITED

Purpose and Applicability:

Empower India Limited values its reputation for conducting business in an ethical and transparent manner. The grievance process, outlined in the policy, provides a path for shareholders to voice their concerns. This brings into transparency how grievances are addressed at the company, which aims to strengthen relationships with shareholders. This policy will apply to all investors which shall mean shareholders of the company.

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 shareholders grievance and related functions of the Company.

Grievance Handling Mechanism for Shareholders

The Company has an established mechanism for investor service and grievance handling, with M/s. Purva Sharegistry (India) Pvt. Ltd Share Transfer Agent (“STA”) and the Compliance Officer appointed by the Company for this purpose, being the important functional nodes.

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

The Company has a designated email ID investors@empowerindia.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.

- a. Investors can lodge a complaint for non-receipt of any right available to them or failure of the STA / Company to comply with any statutory obligation by giving details of their name, folio no., DP ID / Client ID, nature and full particulars of their complaint directly to the STA, except for matters relating to shares / dividend transferred to Investor Education and Protection Fund (IEPF). For IEPF related matters, investors can directly contact the Nodal Officer appointed by the Company as specified under the Contact Details section of this Policy.
- b. Any information, other than those specified above or any supporting documentation required for redressal of the complaint shall be informed to the investors by the STA. Investors are requested to furnish all the requisite information along with duly executed documents at the earliest to avoid any delay in redressal of their complaints.
- c. In case of non-satisfactory response from STA, investors can also lodge their complaints through the Company’s designated email id for investor grievances - investors@empowerindia.in. The designated email id is also displayed on the Company’s

Empower India Limited

CIN: L51900MH1981PLC023931

Regd Office: 25 /25A, 2nd Floor, 327, Nawab Building, D. N. Road, Fort, Mumbai – 400 001

Phone: 022- 22045055, 22045044, Mobile/Helpdesk No.: +91 97020 03139

Email: info@empowerindia.in; Website: www.empowerindia.in



website. Alternatively, investors can send their complaints at the registered office of the Company.

- d. If the investor does not receive a reply from the STA within the stipulated turnaround time, he / she may approach the Company at the credentials mentioned above. Additionally, investors are urged to refrain from sending multiple reminders during the above-mentioned turnaround periods for redressal of their complaints.
- e. Investors are requested to approach the STA, or in case of any inaction by the STA, the Company, for redressal of their concerns prior to raising their concerns with the regulatory authorities.
- f. Only complaints sent on the addresses / email ids mentioned in this Policy will be treated as valid complaints.
- g. The Company periodically obtains status report of the complaints from the STA.
- h. The Stakeholders Relationship Committee is responsible for the examination and redressal of the complaints by investors.
- i. As required under Regulation 13 of Listing Regulations, the Company files with the Stock Exchanges and places the statement of investor complaints at the Board meeting on a quarterly basis. Further, the Company also makes annual disclosure of the statement of investor complaints in its annual report pursuant to the Listing Regulations.

Miscellaneous

The Company Secretary is authorised to amend the Policy to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or SEBI. The amended Policy shall be placed before the Stakeholder Relationship Committee for noting and ratification.

Contact Investor Grievances:

Company Secretary: info@empowerindia.in

RTA: Purva Sharegistry (India) Pvt. Ltd

Add: Unit No.9, Shiv Shakti Industrial Estate, J.R Boricha Marg, Opp. Kasturba Hospital Lane, Lower Parel (E), Mumbai, Maharashtra, 400011

Website: www.purvashare.com **Email:** busicomp@vsnl.com

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