



MOIL'S INVESTOR GRIEVANCE REDRESSAL POLICY

COMPANY AT A GLANCE

- ❖ The Company has approximately 3.97 Lakh Shareholders at present, holding Equity Shares in the Company.
- ❖ The Company's Equity Shares are listed on the National Stock Exchange (NSE) and Bombay Stock Exchange (BSE).
- ❖ The Company's Equity Shares are under compulsory trading in demat form only.
- ❖ 100.00% (except 151 shares) of the Company's Equity Shares are held in demat form.
- ❖ Company Secretary acts as Compliance Officer of the company.
- ❖ M/s Karvy Computershare Private Limited, (M/s Karvy) is the Registrar of Public issue of the Company.
- ❖ M/s Bigshare Services Pvt. Ltd., Mumbai (M/s Bigshare) is the Registrars and Transfer Agents (R&TA) of the Company.

INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM

The Company has an established mechanism for investor service and grievance handling, with M/s Karvy and M/s Bigshare 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:

1. The Company has a designated email id compliance@moil.nic.in for handling investor grievances on which investor can make a complaint. This e-mail ID is mentioned on every communication being made by the Company with the shareholders and also put on the website of the Company.
2. The Company has also developed online feedback form available on the company's website www.moil.nic.in through which an investor can make a complaint.
3. Also, an Investor can make a written complaint through letter or fax also on 0712-2591661.
4. Officer next to the Company Secretary in the Corporate Secretarial Department checks the designated investor grievances e-mail ID on a daily basis to check whether any new complaint has been lodged.

5. Full details of the complaint are thereafter informed to the Compliance Officer and R&TA of the Company as soon as it is received.
6. A correspondence either by letter or e-mail is made with the investor who has submitted written complaints acknowledging receipt of the complaint.
7. Corporate Secretarial Department obtains all information available on the complaint which is considered necessary for a proper investigation. It looks into all the necessary information and undertakes to resolve them as soon as possible.
8. The Company follows the practice of resolving the investor complaint within 15 days of receipt of the same.
9. Status Report is obtained periodically from the R&TA of the Company in respect of various correspondences and complaints against the Company.
10. The Company engages a practicing Company Secretary for doing Reconciliation of Share Capital Audit on quarterly basis. The Practicing Company Secretary issues a Compliance Certificate about delivery of share certificates after registration of transfer within Fifteen days of the date of lodgment of transfer, on half yearly basis pursuant to Clause 47(c) of the Listing Agreement.
11. The Status of receipt, redressal and pendency of all the complaints are placed before the Shareholders / Investors Grievance Committee on the quarterly basis.
12. M/s Karvy being Registrar of Issue is primarily responsible to resolve the investor's grievances related to IPO. M/s Bigshare, Registrars and Transfer Agents (R&TA) of the Company is responsible for discharging investor service functions effectively, efficiently and expeditiously.
13. Status of redressal of complaints from BSE and NSE is informed to them through Letters / e-mail and if any telephonic enquiry is received from them, full details of the case and status of redressal are provided over phone.
14. All the investor complaints/grievance received through SEBI by online "SEBI Complaints Redress System" (Scores) checked regularly and replied/resolved expeditiously.
15. The company also notifies in its Annual Report to claim unclaimed IPO application money and dividends etc. by the investors/shareholders.
