



Mechanism for Redressal of Grievances of Shareholders

Mechanism for addressing and resolving Shareholders' Grievances



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A-One Steels India Limited (Formerly known as A-One Steels India Private Limited and A-One Steel and Alloys Private Limited)

A One House, No. 326, CQAL Layout, Ward No. 08, Sahakar Nagar, Bangalore 560092

Purpose

This SOP aims to outline the mechanism for addressing and resolving shareholders' grievances for A-One Steels India Limited and its subsidiaries, ensuring transparency, accountability, and timely resolution.

Scope

This SOP applies to all A-One Steels India Limited shareholders and its subsidiaries. It covers grievances related to dividends, share transfers, annual reports, general meetings, and other shareholder-related issues.

Definitions

Shareholder: An individual or entity that owns shares in A-One Steels India Limited or its subsidiaries.

Grievance: Any complaint or issue a shareholder raises concerning their rights or interests.

Stakeholders Relationship Committee (SRC): A committee formed to address and resolve shareholder grievances.

Mechanism

4.1 Stakeholders Relationship Committee (SRC):

Composition:

- Chairperson: Independent Director
- Members: Senior Director / Non-Executive Director, Company General Counsel, Chief Financial Officer
- Secretary: Company Secretary

Roles and Responsibilities:

- Addressing shareholders' grievances and ensuring effective communication.
- Review and resolve grievances on time.
- Ensure compliance with regulatory requirements.
- Maintain records of all grievances and resolutions.

4.2 Submission of Grievances

Modes of Submission:

- Email: A dedicated email address (legal@aonesteelgroup.com) for grievance submission.
- Postal Mail: Shareholders can send their grievances to the following office.
Shareholder Grievance Officer
A One Steels India Ltd No. 326, CQAL Layout, Ward No. 08, Sahakar Nagar,
Bangalore 560092, Karnataka

- Online Portal: You can visit our website <https://aonesteelgroup.com/> to submit your grievances
- Helpline: A toll-free number for submitting grievances
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4.3 Acknowledgment of Grievances

Upon receipt of a grievance, an acknowledgement will be sent to the shareholder within 2 working days. This acknowledgement will include:

- A unique grievance reference number.
- Expected timeline for resolution.
- Contact details for further inquiries.

4.4 Resolution Process

Initial Review:

- The SRC Secretary reviews the grievance to categorise and prioritise it.
- For straightforward issues, immediate resolution steps are taken.

Detailed Investigation:

- For complex grievances, the SRC conducts a detailed investigation.
- The shareholder may be contacted for additional information.

Resolution:

- The SRC aims to resolve grievances within 15 working days.
- When there are delays, the shareholder will be informed of the reasons for the delay and the new timeline.

4.5 Communication of Resolution

- The final resolution is communicated to the shareholder via their preferred mode of communication.
- The communication includes details of the resolution and any necessary follow-up actions.

4.6 Escalation

If a shareholder is unsatisfied with the resolution, they can escalate the grievance to:

- The Managing Director
- The Board of Directors
- Regulatory authorities such as SEBI (Securities and Exchange Board of India)

Documentation and Reporting

Records Maintenance:

- All grievances, investigations, and resolutions are documented and maintained for at least 5 years.

Reporting:

- Quarterly reports on grievances and resolutions are presented to the Board of Directors.
- An annual summary of grievance redressal activities is included in the Annual Report.

Review and Improvement

Periodic Review:

- The SRC will review the grievance redressal mechanism annually to ensure its effectiveness.

Continuous Improvement:

- Feedback from shareholders and internal assessments will be used to improve the process continuously.

Confidentiality

- All grievances and related information are treated with the utmost confidentiality, and only those involved in the resolution process can access this information.

Compliance

- This SOP complies with the Companies Act 2013, SEBI regulations, and other relevant laws and guidelines.

Communication of Policy

- The SOP is communicated to all shareholders through the company's website and Annual Report.
- Training sessions for staff involved in the grievance redressal process are conducted annually.

By implementing this SOP, A-One Steels India Limited aims to foster a transparent and responsive relationship with its shareholders, ensuring their concerns are addressed efficiently and effectively.

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