



INVESTOR GRIEVANCE REDRESSAL POLICY

Adopted by Stakeholders Relationship Committee on November 19, 2024

I. Objective:

Tata Chemicals Limited's ('Company') Ordinary (Equity) Shares are listed on the recognised stock exchanges i.e. BSE Limited ('BSE') and the National Stock Exchange of India Limited ('NSE'). The Company has also issued Non-Convertible Debentures which are listed on NSE.

Pursuant to various statutes and by virtue of their shareholding, the investors are vested with several rights which, *inter alia*, include:

- To apply for various service requests in respect of their shares.
- To receive dividend and benefits arising from any corporate actions announced by the Company.
- To actively participate in the AGM / EGM of the company & E-voting events to be a part of the decision making of the Company's business resolutions.

The Board of Directors of the Company have appointed the Company Secretary to act as Compliance Officer of the Company under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"). Accordingly, the Company Secretary together with the team is responsible for ensuring provision of prompt and effective services to shareholders.

MUFG Intime India Private Limited (formerly known as Link Intime India Private Limited) is the Registrar and Transfer Agent ('RTA' / 'MUFG Intime') and is primarily responsible to discharge investor service functions on behalf of the Company and is entrusted with handling all share related matters including transmission, transposition, nomination, dividend, change of name / address / signature, registration of mandate / replacement / split / consolidation of share certificate / demat / remat of shares, issue of duplicate certificates, etc. The Company closely monitors the functions of the RTA and seeks confirmation reports in this regard from time to time.

This Policy is formulated to provide guidance to the shareholders for effectively addressing and redressing their grievances in a timely manner and thereby building friendly investor relations. The Stakeholders Relationship Committee (SRC) reviews the effectiveness of the grievance redressal mechanism in place for handling complaints from investors.

II. Manner of dealing with shareholder correspondence:

The Company receives various correspondence(s) from the investors relating to their shares, dividend, non-receipt of annual reports or notices, etc. These correspondence(s) are classified as queries, requests or complaints of the investors based on the Company's internal policy. In case of any ambiguity, the Compliance Officer shall be the sole authority to decide on the nature and classification of the communication and his decision shall be final and binding.

The Company obtains the reports from time to time from the RTA in respect of correspondences & grievances, and the same is placed before the SRC of the Board of Directors of the Company from time to time.

The Company also obtains, annually, from the RTA, a report by their independent internal auditors on the RTA activities including the process of grievance handling, which is placed before the Stakeholders Relationship Committee and the Board of Directors.

III. Process and timelines for service requests by Investors:

- Investors can make a written request to the Company / RTA for securities related matters by giving details of their Name and contact details, folio no., DP ID / Client ID, nature and full particulars of their request along with supporting documents. The written requests to be duly signed in original by the investor (except for transmission cases).

The requests may be raised at https://liiplweb.linkintime.co.in/Helpdesk/Service_Request.html OR be sent at the following address:

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

Unit: **Tata Chemicals Limited**

C 101, 247, L.B.S. Marg, Vikhroli (West), Mumbai - 400 083

Tel.: +91 810811 8484

Website: <https://www.linkintime.co.in>

- All initial queries and correspondences received from the investors will be replied to by MUFG Intime at the earliest possible.
- The processing time of queries / correspondences is as below.

| Nature of Service | Processing time for RTA <i>(post receipt of duly completed documents)</i> |
|---|---|
| A. Investor Service Request | |
| i. Processing of transmission request | 21 |
| ii. Processing of issue of duplicate security certificate request | 30 |
| iii. Processing of dematerialization request | 15 |
| iv. Processing of remat request | 30 |
| v. Processing of transposition request | 15 |
| vi. Processing of request for change in / updation of | |
| • Name | 30 |
| • Signature | 30 |
| • Nomination | 30 |
| • Contact details (address, e-mail address and mobile number) | 15 |
| • Bank account details | 15 |
| • Processing of request for updation of PAN | 15 |
| • Processing of revalidation request of dividend / interest / redemption instruments and remitting to the shareholders bank account | 15 |
| B. Complaint redressal | |
| Providing response to the inquiries of the investors and Redressal of Grievance | 21 |
| C. IEPF matters | |
| i. Issuance of Entitlement Letter post receipt of complete documents and rectification of deficiencies | 30 |
| ii. Filing of E-Verification Report by the Company upon receipt of claim in Form IEPF-5 | 30 |
| D. Other Operational activities | |
| Intimation regarding distribution of corporate benefits (dividend, bonus, stock split etc) | |
| i. E-mail communication | 15 |
| ii. Physical communication | 30 |

- Incomplete / partially filled forms and supporting documents received will be duly returned unprocessed to the investor for completeness and correction of deficiencies in the documents along with the letter from RTA containing the observations of the scrutinised documents. After receipt of requested information and/or document, the RTA would address the investor service request/grievance within the above timeline.

IV. Grievance Handling Mechanism:

All the investor complaints / grievances, including the ones received through SCORES, ODR, Stock Exchanges viz. BSE and NSE, Depositories viz. National Securities Depository Limited and Central Depository Services (India) Limited, any other regulatory authorities, etc. (hereinafter referred to as 'the regulatory authorities') shall be attended and resolved by the Company / RTA expeditiously.

The Company reports these investor complaints to the Stock Exchanges in terms of Regulation 13(3) of the SEBI Listing Regulations on a quarterly basis and the same is also placed before the Board of Directors of the Company. The Company also makes an annual disclosure of the statement of investor complaints in its Annual Report.

Escalation matrix for investors' grievances

While lodging the grievance / complaint it is necessary for the investor to mention the nature of grievance, folio Number / DP ID - Client ID, reference to any previous correspondence made in this regard, copy of relevant documents and other relevant information.

RTA is principally responsible for managing the share-related affairs (viz. investors service requests/grievances) of the Company. If an investor request remains unresolved within the stipulated turnaround time post submission of all relevant documents, then the matter can be taken up as per the below escalation matrix:

| Escalation | Contact Details |
|---|--|
| Registrar and Transfer Agent (RTA) | Grievance Redressal Division, MUFG Intime India Private Limited (formerly known as Link Intime India Private Limited) Unit: Tata Chemicals Limited C 101, 247, L.B.S. Marg, Vikhroli (West) Mumbai - 400 083 Tel.: +91 810811 8484 Email: gro@linkintime.co.in ; Website: https://www.linkintime.co.in |
| If the grievance of the investor is not addressed by the RTA within 7 working days of sending the email/letter to the RTA | |
| 1st Escalation – (Company) | Ms. Shilpa Manchanda (for IEPF claims) Deputy Nodal Officer Tata Chemicals Limited Bombay House, 24 Homi Mody Street, Fort, Mumbai – 400 001 Tel. No: +91 22 6665 7825 / 7412 / 7429 Email: smanchanda@tatachemicals.com OR Investor Relations Department (for other matters) Tata Chemicals Limited Bombay House, 24 Homi Mody Street, Fort, Mumbai - 400 001 Tel. No.: +91 22 6665 7825 / 7412 / 7429 Email: investors@tatachemicals.com ; Website: www.tatachemicals.com |
| If the grievance of the investor is not addressed within 5 working days of sending the email/letter to the Company | |
| 2nd Escalation – Compliance Officer & Nodal Officer | Mr. Rajiv Chandan – Chief General Counsel & Company Secretary Tata Chemicals Limited Bombay House, 24 Homi Mody Street, Fort, Mumbai – 400 001 Tel. No: +91 22 6665 7825 / 7412 / 7429 Email: rchand@tatachemicals.com |
| If the grievance of the investor is not addressed to the satisfaction of the investor, he may file a claim with the following: | |
| Stock Exchanges | In case the Complaint stands unresolved / not resolved up to the satisfaction of Investor(s), they may lodge a complaint with: NSE: https://investorhelpline.nseindia.com/NICEPLUS/ BSE: https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx |

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| SEBI (SCORES 2.0 Portal) | https://scores.gov.in/scores/Welcome.html |
| Online Dispute Resolution (ODR) Platform | https://smartodr.in/login |

V. Review of Investors' Grievances Redressal Policy

- This Policy will be reviewed periodically to ensure that it meets the expectations laid down by the Stakeholders Relationship Committee of the Board of Directors of the Company and any other practice(s) to be incorporated, found relevant by the Company.
- In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant authorities, not being consistent with the provisions laid down under this Policy, then such amendment(s), clarification(s), circular(s) etc. shall prevail upon the provisions hereunder and this Policy shall stand amended accordingly from the effective date as laid down under such amendment(s), clarification(s), circular(s) etc.