



INVESTOR GRIEVANCE REDRESSAL POLICY

Purpose and Applicability

Jaro Institute of Technology Management and Research Limited “JARO” 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 Redressal Mechanism for Shareholders

The Board has appointed the Company Secretary to act as Compliance Officer of the Company under the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI Listing Regulations”). As Compliance Officer, the Company Secretary is responsible for ensuring the provision of prompt and effective services to shareholders and monitoring/supervising the dedicated email address of the Company for shareholder grievances.

The Company has appointed a SEBI registered entity as the Register and Transfer Agent (“RTA”) to ensure faster and efficient provision of services to the shareholders. The RTA is primarily responsible for handling shareholder-related affairs of the Company. The contact details of the RTA are provided on the Company’s website under the investor relations section. The email id of the RTA is also made available to shareholders for grievance redressal.

In terms of the policy adopted by the Company all grievances/complaints including those received from regulatory authorities/ stock exchanges relating to the shareholders shall be considered for the purpose of reporting to stock exchanges in accordance with SEBI Listing Regulations. The Company complies with the timelines specified under the Companies Act, 2013 and SEBI Listing Regulations for redressing grievances and responding to queries of shareholders.

Jaro Institute of Technology Management and Research Limited

Registered Office : 11th Floor, Vikas Centre, Dr. C. G. Road, Near Basant Theatre, Chembur (E), Mumbai - 400 074, India.

CIN: U80301MH2009PLC193957 | Tel: +91-22-61439700 | www.jaro.in | Email: comp@jaro.in | Ref. no: 50599



The Company has a designated email ID investors@jaro.in for handling shareholder grievances. The Secretarial Compliance Department of the Company accesses the designated email ID on a regular basis to ensure timely responses to be given to the shareholders.

The Company and its RTA follow the following timelines for performance of its duties towards investors:

Particulars	TAT
Dividend related queries	Within 15 days
Demat requests	Within 15 days
Remat requests	Within 30 days
Other requests - such as change of address, non-receipt of annual report and updation of bank details, etc.	Within 7 days

Note: In case, any supporting documents for addressing the investor request/ query, the said matters shall be addressed within a period of 7 days from the receipt of such documents by RTA/ Company.

A Status Report is obtained periodically from RTA in respect of various correspondences and complaints received by the Company directly or by RTA and the same is being placed before the Board/Stakeholders Relationship Committee (SRC) from time to time. All the shareholders' complaints/grievances received through "SEBI Complaints Redress System" (SCORES Portal) are also being attended and resolved expeditiously.

In terms of the requirements of the Companies Act, 2013 and SEBI Listing Regulations, the Company has constituted the Stakeholders Relationship Committee (SRC) which, *inter-alia*, oversee mechanism followed by the Company for redressal of shareholder grievances and effective functioning of the same. SRC reviews adherence to the service standards adopted by the Company in respect of services being rendered by RTA, measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants and any other regulatory communications by the shareholders. Shareholders of the Company having any complaints/grievances/queries, may contact the Company or its RTA Agent as per details given below:-

Jaro Institute of Technology Management and Research Limited

Registered Office : 11th Floor, Vikas Centre, Dr. C. G. Road, Near Basant Theatre, Chembur (E), Mumbai - 400 074, India.

CIN: U80301MH2009PLC193957 | Tel: +91-22-61439700 | www.jaro.in | Email: comp@jaro.in | Ref. no: 50599



Contact Investor Grievances:

Company Secretary: cs@jaro.in

Registrar and Transfer Agents: Bigshare Services Pvt Ltd

Office No S6-2, 6th floor Pinnacle Business Park,

Next to Ahura Centre, Mahakali Caves Road,

Andheri (East) Mumbai - 400093, India.

Tel.: 022-6263 8200

Email: investor@bigshareonline.com

Shareholders can also avail SCORES facility of SEBI which can be accessed through the web link <https://scores.gov.in> for raising their grievances.

Records

All records, including correspondence on shareholder's complaints/grievances and queries will be securely filed with confidentiality.

Approval & Review

The policy document shall be approved by Board after being vetted by SRC. The policy document shall be periodically reviewed at least once in 2 years or as and when required, and the changes made therein, if any, shall be reviewed by the Stakeholders' Relationship Committee and approved by Board.