

Investor Grievance Redressal Policy

Version Control					
Version	Date	Author	Reviewer	Approver	Notes
0.1	May 18, 2022	Alaka Chanda, Company Secretary and Compliance Officer	Ramani Dathi- Chief Financial Officer	Board of Directors	First version of the document
0.2	May 22, 2024	Secretarial Department	Alaka Chanda, Company Secretary and Compliance Officer	Board of Directors	Annual Policy Review

TeamLease Services Limited Restricted

This Investor Grievance Redressal Policy (Policy) is not to be copied or distributed without the express written consent of TeamLease Services Limited. No part of this document may be used for purposes other than those intended by TeamLease Services Limited.

Amendments

Chief Financial Officer and Company Secretary are severally authorized to amend any provisions of this Policy to give effect to any change/ amendment notified by Ministry of Corporate Affairs, Securities and Exchange Board of India or any other regulatory authority, from time to time. Such change(s)/ amended policy shall be placed before the Board of Directors for their approval.

In case any provision of this Policy is contrary to or inconsistent with the provisions of the Companies Act, 2013, SEBI Listing Regulations and/ or any other applicable law for time being in force, the latter shall prevail.

Words and expressions used in this Policy, shall have the same meaning as ascribed to them in SEBI Listing Regulations, SEBI Act, Companies Act, 2013, rules & regulations made thereunder and/ or any other law applicable to the Company for time being in force.



Objective:

Providing excellent services on a regular and consistent basis is very important for the Organisation's sustained growth. At TeamLease Services Limited ("TeamLease") we believe that quick and effective handling of investor complaints/grievances, as well as prompt corrective & preventive actions and processes are essential for providing our services. This policy document is to enable to put in place an effective and suitable mechanism for receiving and addressing complaints/grievances from investors with specific emphasis on resolving such complaints fairly and expeditiously.

Objective of this policy document is to ensure that:

- Issues/Complaints/Grievances raised by investors are dealt with courtesy and are resolved on time.
- The Company will treat all the complaints efficiently and fairly without any bias.

Definition:

- a. **"Director"** means a member of the Board of Directors of the Company.
- b. **"Policy"** means this Policy on Investors' Grievance Redressal Mechanism.
- c. **"SCORES"** is a web based centralized grievance redressal system of SEBI (<https://scores.sebi.gov.in/>), which enables the investors to lodge and track anywhere the status of redressal of such complaints online from the above website.
- d. **"Online Dispute Resolution Portal"(SMART ODR Portal)** is a platform designed to enhance investor grievance redressal by enabling investors to access Online Dispute Resolution Institutions for the resolution of their complaints.
- e. **"Registrar and Share Transfer Agent (RTA)"** is an agent who, on behalf of the body corporate, maintains records of holders of securities issued by such body corporate and deals with the processes of transfer and redemption of securities. It is an agent appointed by a Company to maintain records of security owners. A transfer agent's principal functions are to issue and cancel certificates to reflect changes in ownership of the securities of an entity and to act as an intermediary for the Company.
- f. **"KFintech"** is the RTA of the Company.

Grievance Handling Mechanism:

The Company has an established mechanism for investor service and grievance handling, with its RTA expand 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– alaka.dhawan@teamlease.com or ramani.dhathi@teamlease.com for handling investor grievances on which investor can send a complaint. The designated email ids are also displayed on the website of the Company.
2. Full details of the complaint or request are immediately thereafter informed to KFintech.
3. Upon receipt of the necessary documentation and information, and after satisfying the necessary quality checks, the Company follows the practice of resolving the investor complaint or request promptly and as per the service standards established with KFintech.
4. Status Report is obtained periodically from KFintech in respect of various correspondences and complaints received by the Company directly or by KFintech.
5. The Company engages a practicing Company Secretary for carrying out Reconciliation of Share Capital Audit, Audit of delivery of share certificates within the prescribed time limit in pursuance of statutory requirements.
6. The Status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee and Board.
7. KFintech being the Registrars and Transfer Agents (RTA) of the Company is primarily responsible to resolve the investor's grievances. KFintech is responsible for discharging investor service functions effectively, efficiently and expeditiously.
8. The complaints received through Stock Exchanges are attended immediately.
9. All the investor complaints/grievance received online through (Scores) are checked regularly and replied/resolved expeditiously.
10. The Company has made available escalation matrix for shareholders to escalate their concern, the details of which are given in the Annexure.



11. The Company has registered itself on the new SMART ODR Portal (Securities Market Approach for Resolution Through ODR Portal) to enhance investor grievance redressal by enabling investors to access Online Dispute Resolution Institutions for the resolution of their complaints.

According to the ODR Master Circular, investors/clients with grievances should follow these steps:

- a) Complain directly with Market Participants.
- b) If unsatisfied, register the complaint on the SCORES platform.
- c) If still dissatisfied, register on the ODR portal to file a grievance.
- d) Alternatively, if the Market Participant fails to resolve the grievance, the investor can directly initiate an online dispute resolution, skipping SCORES.
- e) Market Participants can initiate dispute resolution after serving a 15-day notice to the investor.
- f) ODR portal registration leads to conciliation; if unsuccessful, arbitration follows as per the ODR Master Circular.

The Company has also constituted the Stakeholders Relationship Committee (SRC) which functions under the Chairmanship of an Independent Director, to examine and redress complaints by shareholders and investors. The SRC meets as often as required to resolve shareholders' grievances including complaints related to transmission of shares, non-receipt of annual report, issue of new/duplicate certificates etc. The SRC also reviews measures taken by the Company for effective exercise of voting rights by Shareholders.

Policy Adherence Responsibility:

The Company Secretary and Compliance Officer to ensure that all mandatory provisions of SEBI Regulations and SEBI Investor Protection Guidelines, etc. are complied with and complaints/grievances from shareholders and investors and those routed through Stock Exchanges or SCORES or Statutory authority(ies) are resolved/replied appropriately.

The policies formulated will be reviewed periodically to foster more dynamic, open and interactive corporate governance and thereby maximising shareholder value.



Annexure to Investor Grievance Redressal Policy

ESCALATION MATRIX FOR INVESTORS GRIEVANCES

The escalation matrix is as provided below:

Level 1 - Complaint/Queries related to shares/dividends/compliances	Ms. Alaka Chanda Company Secretary and Compliance Officer
	Address: 315 Work Avenue Campus, Ascent Building, Koramangala Industrial Layout, Jyoti Nivas College Road, Koramangala, Bangalore - 560095
	Ph: +91 80 6824 3336
	Email ID: alaka.dhawan@teamlease.com
Level 2- Complaint/Queries related to financial disclosures and governance	Ms. Ramani Dathi Chief Financial Officer
	Address: 315 Work Avenue Campus, Ascent Building, Koramangala Industrial Layout, Jyoti Nivas College Road, Koramangala, Bangalore - 560095
	Ph: + 91 80 6824 3332
	Email ID: ramani.dathi@teamlease.com
Level 3	<p>The investor may approach the Securities and Exchange Board of India and file their grievance through “SCORES”, the centralized online system for lodging and tracking complaints.</p> <p>SCORES facility can be accessed through the web link https://scores.sebi.gov.in/</p> <p><u>Filing complaints on SCORES - Easy & quick</u></p> <p>a) Register on SCORES Portal</p> <p>b) Mandatory details for filing complaints on SCORES are name, PAN, address, mobile number, E-mail ID of the complainant.</p> <p>c) Benefits:</p> <ul style="list-style-type: none"> • Effective communication • Speedy redressal of the grievances

	<p>The investor may also approach the SMART ODR portal for effective redressal of their complaints.</p> <p>SMART ODR Portal can be accessed through the web link https://smartodr.in/login</p> <p><u>Filing complaints on SMART ODR</u></p> <ul style="list-style-type: none">a) Register on SMART ODR Portalb) Mandatory details for filing complaints on ODR Portal are name, PAN, address, mobile number, E-mail ID of the complainantc) Benefit: Resolve Dispute in case an investor/client is dissatisfied with the response or non-response from the Market Participants
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CONTACT DETAILS OF THE RTA

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