

# **THERMAX LIMITED**

## **INVESTOR GRIEVANCE REDRESSAL MECHANISM**

## Investor Grievance Redressal Mechanism

### **BACKGROUND:**

Thermax Limited (“the Company” / “Thermax”) believes in following, in letter and spirit, high standards of Corporate Governance so that its performance has a positive impact on its stakeholders. The Company’s securities are listed on BSE Limited & National Stock Exchange of India Limited. All the investor’s related matters are handled by KFin Technologies Ltd. (“KFintech”), Registrar and Transfer Agent (RTA) of the Company. The Secretarial Department oversees the activities of the RTA to ensure timely transmission and demat of shares and prompt service in investor related matters.

The objective of this mechanism is to promote and provide a user-friendly experience and have a prompt Investor Grievance redressal system in place.

### **APPLICABILITY:**

This mechanism covers grievances of all the security holders of the Company which are listed on stock exchanges.

### **GRIEVANCE REDRESSAL MECHANISM:**

The Company has an established mechanism for investor service and grievance handling, with KFintech and the Compliance Officer appointed by the Company for this purpose.

Some of the important steps / procedures followed by the Company in Investor’s grievance redressal are as enumerated below:

- All the communication received through email, postal delivery and in person submissions are forwarded to Company’s RTA, who is primarily responsible for addressing shareholders queries in a fair, transparent, efficient and effective manner. The RTA will also respond directly to shareholders enquiry / communication received through email, postal delivery, in person submissions or through any other online mechanism;
- The contact details including designated email id of RTA viz. [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com) is made available under the Investor Services Contact section of its website;
- The Company has disseminated the contact details including email address of the Company Secretary and its designated email ID [cservice@thermaxglobal.com](mailto:cservice@thermaxglobal.com) under the Investor Services Contact section of its website;
- The Company closely monitors this email id and the matters referred to RTA to ensure timely responses are given to shareholders. In case of non-redressal, the same can be escalated to the Company Secretary of the Company. The relevant contact details are available on website of the Company at <https://www.thermaxglobal.com/investor-services- contact/>
- Status report is being obtained periodically from RTA which includes various correspondences and complaints received by the Company directly or by KFintech and the same is being placed before the Stakeholders Relationship Committee from time to time.
- All the investor complaints/ grievances received through “SEBI Complaints Redress System” (SCORES Portal) are being attended and resolved expeditiously.

The Company has also constituted the Stakeholders Relationship Committee (SRC) 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, non-receipt of declared dividends, issuance of new/duplicate certificates etc.



## **IMPORTANT COMMUNICATION:**

As a part of its ongoing measures to protect the interest of the investors in the Securities Market, Securities and Exchange Board of India (SEBI), vide its Circulars dated March 16, 2023, has mandated for all the holders of physical shares to furnish/update PAN, nomination, contact details, bank account details and specimen signature with the Company's RTA. The details of SEBI Circulars along with prescribed forms and contact details for sending requisite documents/details are available on the website of the Company at: <https://www.thermaxglobal.com/download-forms/>

As per the provisions of the Companies Act, 2013, shares / dividends are transferred to Investor Education and Protection Fund (IEPF) after sending reminder letters to concerned shareholders and public notice in newspapers. The Company has appointed Nodal Officer and Deputy Nodal Officer to ensure that shareholders can claim their shares / dividend from IEPF authority expeditiously. The details of the Nodal Officers are made available on the website of the Company at: <https://www.thermaxglobal.com/iepf-investor-education-protection-fund/>

The Investor Grievance Redressal Mechanism shall be suitably amended from time to time to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or the SEBI.

**For and on behalf of Thermax Limited,**

**Janhavi Khele**  
**Company Secretary and Compliance Officer**

### Annexure – Escalation matrix

Level 1	<p><b>KFIN Technologies Limited Unit:</b> Thermax Limited</p> <p><b>Address:</b> Selenium Building, Tower-B, Plot No 31 &amp; 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddy, Telangana, India - 500 032.</p> <p><b>Tel:</b> 1800 309 4001 <b>WhatsApp Number:</b> (91) 910 009 4099</p> <p><b>Email:</b> <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a></p> <p><b>KFINTECH Corporate Website:</b> <a href="https://www.kfintech.com">https://www.kfintech.com</a></p> <p><b>RTA Website:</b> <a href="https://ris.kfintech.com">https://ris.kfintech.com</a></p>
Level 2	<p><b>a) Mr. Sudhir Lale, Deputy Company Secretary</b></p> <p><b>Address:</b> Thermax Limited, Thermax House, 14 Mumbai-Pune Road Wakdewadi, Pune 411003.</p> <p><b>Tel:</b> 020-66051200</p> <p><b>Email:</b> <a href="mailto:Cservice@thermaxglobal.com">Cservice@thermaxglobal.com</a>/ <a href="mailto:Sudhir.Lale@thermaxglobal.com">Sudhir.Lale@thermaxglobal.com</a></p> <p><b>b) Ms. Janhavi Khele, Company Secretary and Compliance Officer Address:</b></p> <p>Thermax Limited, Thermax House, 14 Mumbai-Pune Road Wakdewadi, Pune 411003.</p> <p><b>Tel:</b> 020-66051200</p> <p><b>Email:</b> <a href="mailto:Cservice@thermaxglobal.com">Cservice@thermaxglobal.com</a>/ <a href="mailto:Janhavi.Khele@thermaxglobal.com">Janhavi.Khele@thermaxglobal.com</a></p>
Level 3	<p>Investors may approach the Securities and Exchange Board of India and file their grievances through the SCORES platform. The facility can be accessed through <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a></p> <p><i>For more information, you may refer <a href="#">FAQs on SCORES</a> available on SEBI website.</i></p>

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