



SANGAL PAPERS LIMITED

CIN- L21015UP1980PLC005138

Reg. Office: 22 Km, Meerut-Mawana Road, Mawana, Meerut,
UP-250401

INVESTOR GRIEVANCE REDRESSAL POLICY

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ABOUT THE COMPANY:

1. The Sangal Papers Limited incorporated in the year 1980 and has approximately 9.4 Thousand Shareholders at present, holding Equity Shares in the Company.
2. The Company's Equity Shares are listed on the Bombay Stock Exchange (BSE).
3. Company Secretary acts as Compliance Officer of the company.
4. M/s Mass Services Limited, Delhi is the Registrars and Transfer Agents (R&TA) of the Company.

INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM:

The Company has an established mechanism for investor service and grievance handling, with

Mr. Prem Sethi	Independent Director
Mrs. Geeta Gupta	Independent Director
Mr. Vinayak Sangal	Director (Non-Executive)
M/s Mass Services Limited, Delhi	Share Transfer Agent
Mr. Shivam Sharma	Company Secretary

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 info@snagalpapers.com for handling investor grievances on which investor can make a complaint. This e-mail ID is mentioned on every communication being made by the Company with the shareholders and also put on the website of the Company.
2. Also, an Investor can make a written complaint through letter or fax also on

Address for correspondence	Vill. Bhainsa, 22 km Stone, Meerut – Mawana Road, Mawana – 250401
Telephone	01233-271137
Fax	01233-272051

3. Officer next to the Company Secretary in the Corporate Secretarial Department checks the designated investor grievances e-mail ID on a daily basis to check whether any new complaint has been lodged.
4. Full details of the complaint are thereafter informed to the Compliance Officer and R&TA of the Company as soon as it is received.
5. A correspondence either by letter or e-mail is made with the investor who has submitted written complaints acknowledging receipt of the complaint.
6. Corporate Secretarial Department obtains all information available on the complaint which is considered necessary for a proper investigation. It looks into all the necessary information and undertakes to resolve them as soon as possible.
7. The Company follows the practice of resolving the investor complaint within 30 days of receipt of the same.
8. Status Report is obtained periodically from the R&TA of the Company in respect of various correspondences and complaints against the Company.
9. The Company engages a practicing Company Secretary for doing Reconciliation of Share Capital Audit on quarterly basis. The Practicing Company Secretary issues a Compliance Certificate about delivery of share certificates after registration of transfer within Fifteen days of the date of lodgment of transfer, on half yearly basis pursuant to Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

10. The Status of receipt, redressal and pendency of all the complaints are placed before the Shareholders / Investors Grievance Committee on the quarterly basis.

11. Status of redressal of complaints from BSE is informed to them through Letters / email and if any telephonic enquiry is received from them, full details of the case and status of redressal are provided over phone.

12. All the investor complaints/grievance received through SEBI by online "SEBI Complaints Redress System" (Scores) checked regularly and replied/resolved expeditiously.