# JAYKAY ENTERPRISES LIMITED

## INVESTOR GRIEVANCE REDRESSAL POLICY

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## 1. Preamble

Jaykay Enterprises Limited (the "Company") is committed to maintaining the highest standards of corporate governance, transparency, and stakeholder engagement. The Company recognizes that prompt, efficient, and responsive investor services are essential for fostering investor confidence and maintaining strong relationships with its shareholders.

Investor queries, requests, and complaints provide valuable feedback and constitute an important aspect of the Company's investor relations framework. Accordingly, this Policy has been formulated to ensure the efficient handling of investor-related matters and to establish a structured mechanism for the timely resolution and redressal of investor grievances.

The equity shares of the Company are listed on BSE Limited and the National Stock Exchange of India Limited. To facilitate efficient investor servicing and shareholder administration, the Company has appointed Alankit Assignments Limited as its Registrar and Share Transfer Agent ("RTA"). The RTA is primarily responsible for handling shareholder-related matters and providing investor services on behalf of the Company.

## 2. Objective

The Investor Grievance Redressal Policy ("Policy") aims to achieve the following objectives:

i. To ensure that investors are treated fairly and equitably at all times;

ii. To provide efficient and timely services to investors and to effectively address, resolve, and redress their grievances;

iii. To ensure that investor queries, requests, and complaints are handled courteously, transparently, and within the prescribed timelines;

iv. To make investors aware of the channels available for raising queries, requests, and complaints and of the escalation mechanisms available in case they are dissatisfied with the resolution provided; and

v. To establish a structured framework for efficient, fair, and consistent handling of investor grievances.

The Board has appointed the Company Secretary as the Compliance Officer of the Company in accordance with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations"). The Compliance Officer shall be responsible for ensuring prompt and effective investor services, monitoring investor grievances received by the Company, coordinating with the RTA, and overseeing compliance with the requirements prescribed under applicable laws and regulations.

This Policy was initially approved by the Stakeholders Relationship Committee and adopted by the Board of Directors at their respective meetings held on February 06, 2024, and became effective from February 06, 2024.

This Policy was reviewed and approved by the Board of Directors at its meeting held on May 27, 2026 and supersedes all earlier versions of the Investor Grievance Redressal Policy.

## 3. Definitions

In this Policy, unless the context otherwise requires:

a. **"Board"** means the Board of Directors of Jaykay Enterprises Limited.

b. "**Stipulated Turnaround Time**" means the timelines as specified in the Investor Timelines section of this Policy.

The words and expressions used but not defined in this Policy shall have the meanings respectively assigned to them under the Articles of Association of the Company, the Securities and Exchange Board of India Act, 1992 and the rules and regulations made thereunder, including the SEBI Listing Regulations, the Companies Act, 2013 and the rules made thereunder, as amended from time to time.

## 4. Classification of Shareholder Communication

With a view to ensure greater transparency and as a part of Company's investor-friendly initiatives, it has been considered appropriate and desirable to formally document the present guidelines with respect to classification of shareholders' communication through this Policy.

The Company receives various correspondence / communication from the investors relating to the shares, annual reports, and other ancillary matters. These communications may either be complaints or mere queries / requests by the shareholders. The Company presently follows a set of guidelines for classifying the shareholders' communication between general correspondence / requests / complaints, etc. These guidelines are internal to the Company.

### General Principle guiding classification of shareholders' communication

a. Multiple correspondence / communications or reminders received for the same matter within the stipulated turnaround time in this Policy for handling of the query / communication will be treated as one correspondence / complaint.

b. If a query is resolved after the stipulated turnaround time and there is no reminder from the shareholder during such time period, such query will not be treated as complaint.

c. In case of any ambiguity, the Company Secretary shall be the sole authority to decide on the nature and classification of the communication and the decision of the Company Secretary shall be final for the purpose of classification of such communication under this Policy.

## Classification of shareholders' communication

| S. No. | Communication not treated as complaint | Communication treated as complaint |
|---|---|---|
| **a.** | **Non-receipt of Annual Report** | |
| | First request or any such communication with respect to non - receipt of annual report will be considered as a request if, the Company has dispatched the annual report to the shareholder on or before the due date(s) through permissible means.<br><br>Such communication shall be treated as request for an additional copy of the annual report. Company shall respond to the request by intimating the original date of dispatch of annual report and will also share a copy of the annual report in compliance with the shareholder's request. | Subsequent request(s) for non-receipt of annual report to be treated and recorded as a complaint if:<br><br>⇨ the Company / RTA has not dispatched the annual report to the shareholder on or before the stipulated turnaround time; or<br><br>⇨ the Company / RTA has not responded to shareholder's request within the stipulated turnaround time. |
| **b.** | **Non-receipt of Dividend, whenever declared** | |
| | First request or any such communication with respect to non-receipt of dividend will be considered as a query /request if, the Company has credited the dividend to the bank account of the shareholder or dispatched dividend warrants / demand drafts on or before the due date(s).<br><br>When the Company is unable to pay out the dividend:<br><br>⇨ In case where the dividend is to be credited to the bank account of the shareholder, and such credit has been declined by the bank, the Company will pay out the dividend | Any communication with respect to non-receipt of dividend warrants / demand drafts sent to the Company or to the RTA after the expiry of the stipulated turnaround time for issuance of duplicate dividend warrant/demand draft will be considered as complaint. |

| S. No. | Communication not treated as complaint | Communication treated as complaint |
|---|---|---|
| | through a dividend warrant / demand draft in favour of the shareholder.<br><br>⇨ In case the dispatched dividend warrant / demand draft is returned undelivered, the Company will proceed with re-dispatching the dividend warrant / demand draft only upon a written request by the shareholder. Such communication from the shareholder will be treated as a request and not a complaint. | |
| **c.** | **Non-receipt of share certificates** | |
| | Non-receipt of duly authenticated share certificate(s) upon sub-division / transfer / transmission / consolidation / re-materialization will be considered as a query if, the Company has dispatched the share certificates within prescribed time limits.<br><br>The Company shall respond to the query by sharing details of dispatch to the shareholders. It is clarified that upon the dispatch of share certificate through registered post or courier or any other approved mode, the Company shall be deemed to have discharged its duty and the shareholders are expected to coordinate with the postal / courier agency for the share certificates dispatched. | Communication with respect to non-receipt of duly authenticated share certificate(s) after the expiry of the statutory period for giving effect to the respective request will be treated as a complaint if, the Company has not dispatched the share certificates to the shareholder. |
| **d.** | **Shareholder communication through statutory authorities** | |
| | Any communication from investors through statutory authorities which:<br><br>⇨ is not treated as a complaint by the statutory authority, and | At times, requests / grievances are directly communicated to the statutory authorities by the investors. Such communications may not always qualify as a complaint under |

| S. No. | Communication not treated as complaint | Communication treated as complaint |
|---|---|---|
| | ⇨ which would not have been treated as a complaint by the Company if it was directly addressed to the Company, will not be treated as a complaint. | the guidelines adopted by the Company.<br><br>However, since the statutory authorities treat all communication received from investors as complaint, regardless of the nature of such communication, the Company is constrained to follow the classification as followed by the statutory authorities.<br><br>Accordingly, any communication from investors received through statutory authorities viz. stock exchanges, Registrar of Companies, Regional Directors, SEBI etc. which is treated as complaint by such statutory authority, will be treated as a complaint by the Company. |
| **e.** | **Other shareholders request** | |
| | i. Correspondence with respect to change in address, nominee etc. will be considered as a request and not as a complaint if, the request is addressed within the stipulated turnaround time.<br><br>ii. Any communication requisitioning information or documents relating to the Company or its operations as per statutory rights available to the shareholders will be treated as request if, the requisition is in proper format and the Company has responded to the same within prescribed time limits.<br><br>iii. Incomplete communications, communications without requisite | Any communication, if not responded to by the Company/ RTA within the stipulated turnaround time will be considered as complaint. |

| S. No. | Communication not treated as complaint | Communication treated as complaint |
|---|---|---|
| | supporting documentation or DP ID / Client ID. | |
| **f.** | **Other communication** | |
| | i. Any communication / suggestions / enquiry about procedures for any action will be considered as a request / general enquiry and not a complaint.<br><br>ii. Any communication that is vague or non-specific in nature shall not be treated as a complaint under this Policy.<br><br>iii. Any request, query or communication in respect of which the Company is not required under applicable law to provide a response, will not be treated as complaint under this Policy.<br><br>iv. Communications / complaints in relation to matters that are sub-judice, will not be treated as a complaint under this Policy. | - |

## 5. Investor Service Timelines

The Company and its RTA shall endeavor to adhere to the following timelines for processing investor requests and providing shareholder services:

### a. Routine Service Requests:

Requests relating to change of address, updation of bank account details, updation of email address, non-receipt of annual reports and similar matters shall ordinarily be processed by the RTA within 10 (ten) working days from the date of receipt of the request. Where additional information or supporting documents are required, the request shall be processed within 10 (ten) working days from the date of receipt of such information or documents to the satisfaction of the RTA.

**b. Other Shareholder Requests:**

Requests relating to matters other than those specified in clause (a) above, including but not limited to transmission, transposition, change of name, issuance of duplicate share certificates, dematerialisation, loss of share certificates and other investor service requests, shall ordinarily be processed by the RTA within 15 (fifteen) working days from the date of receipt of the request. Where additional information or supporting documents are required from the shareholder or any other person, the request shall be processed within 15 (fifteen) working days from the date of receipt of such information or documents to the satisfaction of the RTA.

Notwithstanding anything contained herein, where any timeline for processing an investor request or redressal of an investor grievance is prescribed under applicable law, including the rules, regulations, circulars, directions or guidelines issued by the Securities and Exchange Board of India ("SEBI"), stock exchanges or any other regulatory authority, the Company and/or the RTA shall comply with such prescribed timelines.

## 6. Investor Grievance Redressal Mechanism

a. Investors may lodge complaints relating to non-receipt of any entitlement, document, communication or service, or any failure by the Company or its RTA to comply with applicable statutory or regulatory requirements. Such complaints may be lodged with the RTA by providing details including the investor's name, folio number, DP ID/Client ID (as applicable), contact details and complete particulars of the grievance.

b. Where additional information, clarification or supporting documents are required for processing or redressal of a complaint, the RTA shall communicate the same to the investor. Investors are requested to promptly furnish the requisite information and documents to facilitate timely resolution of their grievances.

c. In the event an investor does not receive a satisfactory response from the RTA within the stipulated turnaround time, the investor may escalate the matter to the Company by writing to the designated investor grievance email address, cs@jaykayenterprises.com, or by sending a communication to the registered office of the Company. The designated email address is also available on the Company's website.

d. Investors are advised to allow the stipulated turnaround time for redressal of their grievances and to avoid sending multiple reminders during such period, as this may impede efficient processing of complaints.

e. Investors are encouraged to first approach the RTA and, where necessary, the Company for redressal of their grievances before escalating the matter to any regulatory or statutory authority.

f. Only complaints received through the communication channels specified in this Policy shall be treated as valid complaints. Emails received from the registered email address of the shareholder or written communications bearing the signature of the shareholder shall be treated as valid communications for the purpose of grievance redressal.

g. The Company is registered on the SEBI Complaints Redress System ("SCORES") platform for online receipt and redressal of investor grievances.

h. In accordance with SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, the Company is registered on the SMART ODR (Online Dispute Resolution) Platform, which facilitates online conciliation and online arbitration for resolution of disputes involving investors and listed companies.

i. The Company periodically obtains status reports from the RTA regarding investor complaints and their resolution.

j. Pursuant to Regulation 13 of the SEBI Listing Regulations, the Company submits to the stock exchanges a statement of investor complaints on a quarterly basis and places the same before the Board of Directors. The Company also discloses details of investor complaints in its Annual Report, as required under the SEBI Listing Regulations.

k. The Stakeholders Relationship Committee shall oversee the investor grievance redressal process and shall be responsible for monitoring the effective resolution of investor complaints and grievances.

## 7. Investor Contact Details and Escalation Matrix

Investors may contact the following officials/agencies for resolution and escalation of investor grievances:

| | Contact details | Address |
|---|---|---|
| Level I<br><br>Registrar & Share Transfer Agent | Alankit Assignments Limited<br><br>Ph: 011 42541234 / 23541234<br>Email: rta@alankit.com<br>Website: www.alankit.com | Alankit House, 4E/2, Jhandewalan Extension, New Delhi-110055 |

| | Contact details | Address |
|---|---|---|
| Level II<br><br>Company | Company Secretary & Compliance Officer<br><br>Jaykay Enterprises Limited<br>Ph: 011 40823322<br>Email: cs@jaykayenterprises.com<br>Website: www.jaykayenterprises.com | 2nd Floor, JK Building, A-2, Local Shopping Centre, Masjid Moth, Greater Kailash-II, New Delhi-110048 |

## 8. Miscellaneous

The Board may, subject to applicable laws amend any provision(s) or substitute any of the provision(s) with the new provision(s) or replace the Policy entirely with a new Policy.

In the event of any inconsistency, ambiguity, conflict or incongruity between the provisions of this Policy and applicable law, including the Companies Act, 2013, the SEBI Listing Regulations or any amendments thereto, the provisions of such applicable law shall prevail.