Annexure I

Complaint / Grievance Redressal for SEBI

Dear Concerned,

In case of any grievance/complaint against ICRA Limited in respect of ratings assigned to **listed or proposed to be listed securities or instruments falling under the purview of SEBI**, please contact the Compliance Officer of ICRA Limited at:

Mr. Lalit Taneja
Compliance Officer/Grievance Redressal Officer
ICRA Limited, Building No. 8, Tower A, 2nd Floor,
DLF Cyber City, Phase II,
Gurugram, Haryana, India - 122002
Email id: icra.compliance@icraindia.com
Phone No.: Boardline - +91 124 4545300

In case you are not satisfied with the resolution provided by the Compliance Officer, you may escalate the same to the Managing Director and Group CEO of ICRA Limited:

Mr. Ramnath Krishnan
MD & Group CEO
ICRA Limited, The Millenia, Tower B,
Unit No. 1003, 10th Floor,
1 & 2 Murphy Road, Bengaluru - 560008.
Email id: md.groupceo@icraindia.com
Phone No.: Boardline - +91 80 43326400

If still not satisfied with the response, you can lodge your grievances with SEBI at https://scores.sebi.gov.in/ or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

SEBI COMPLAINTS REDRESS SYSTEM (SCORES)
Filing complaints on SCORES - Easy & quick

a. Register on SCORES portal at https://scores.sebi.gov.in/
b. Mandatory details for filing complaints on SCORES:
   i. Name, PAN, Address, Mobile Number, E-mail ID
c. Benefits:
   i. Effective communication

ii. Speedy redressal of the grievances

ONLINE DISPUTE RESOLUTION MECHANISM

SEBI vide its Master Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 dated July 31, 2023 (updated as of August 04, 2023) prescribed a mechanism for online resolution of disputes in the Indian Securities Market which harnesses online conciliation and online arbitration for the resolution of disputes.

A copy of the SEBI's Master Circular for online resolution of disputes is available on the SEBI's website at link.

In case you are not satisfied with the resolution / response provided by the Company under the various channels listed above, you may use the facility available at https://smartodr.in/login for the resolution of a dispute arising between you and the Company in accordance with the SEBI Master Circular.

To know the process of registering complaints relating to ratings assigned to instruments falling under the purview of financial sector regulators[1] other than SEBI, please visit the ICRA website at www.icra.in.

A list of instruments falling under the purview of SEBI and financial sector regulators[1] other than SEBI is available at link.

Concerns relating to accessibility: Additionally, in case of any concerns or issues pertaining to accessibility features as made available by ICRA on the website, please contact the Compliance Officer / Nodal Officer to report the same and seek an appropriate resolution.

[1] Includes **(i)** Reserve Bank of India, **(ii)** Insurance Regulatory and Development Authority of India, **(iii)** Pension Fund Regulatory and Development Authority, **(iv)** Ministry of Corporate Affairs, **(v)** Insolvency and Bankruptcy Board of India, and **(vi)** International Financial Services Centres Authority.