

## **ICRA LIMITED**

### **CREDIT RATING AGENCY - GRIEVANCE REDRESSAL MECHANISM**

#### **Dear Investors/Concerned,**

In case of any grievance/complaint against ICRA Limited, please contact the Compliance Officer at:

#### **Mr. Lalit Taneja**

Compliance Officer/Grievance Redressal Officer  
ICRA Limited, Building No. 8, Tower A, 2<sup>nd</sup> Floor,  
DLF Cyber City, Phase II,  
Gurugram, Haryana, India - 122002  
Email id: [icra.compliance@icraindia.com](mailto: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 at:

#### **Mr. Ramnath Krishnan**

MD & Group CEO  
Email id: [md.groupceo@icraindia.com](mailto:md.groupceo@icraindia.com)  
Phone No.: Boardline - +91 22 6169 3300

If still not satisfied with the response, you can lodge your grievances with SEBI at <http://scores.sebi.gov.in> (details provided herein below) 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 <http://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-3/P/CIR/2023/195 dated July 31, 2023 (updated as of December 20, 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.**