

MOHIT PAPER MILLS LIMITED

Reg. Office: 15A/13, Upper Ground Floor, East Patel Nagar, New Delhi- 110008

Works: 9km stone, Nagina Road, Bijnor, UP- 246701

E-mail: investorsmohitpaper@gmail.com website: www.mohitpaper.in

Ph: 011-25886798

Policy:

INVESTOR GRIEVANCE REDRESSAL POLICY

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About the Company:

M/s Mohit Paper Mills Limited (“the Company”) incorporated in the year 1992 and has approximately more than 9 thousand Shareholders at present, holding Equity Shares in the Company. The Company’s Equity Shares are listed on the BSE Limited (BSE, stock exchange) and the company appointed M/s Mass Services Limited, Delhi as Registrars and Share Transfer Agents (RTA) of the Company.

About the Policy:

As per provisions of the Companies Act, 2013 (“the Act”) and SEBI (Listing Obligation and Disclosure Requirements) Regulation, 2015 (“Listing Regulation”) required to setup a mechanism for the purpose to resolve the grievance(s) or complaint(s) of investors with satisfactory level within stipulated time. It is primary duty of the company to care the stake of shareholders and preserve all the rights of the investors or shareholders.

Investors Services and Grievance Handling Mechanism:

The Company has an established mechanism for investor service and grievance handling, herewith following persons are authorized to handle to investors grievances:

Mr. Sanjeev Kumar Jain	Independent Director
Mrs. Sushil Kumar Tyagi	Independent Director
Mr. Sandeep Jain	Executive Director
M/s Link Intime India Private Limited	Registrar and 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 investorsmohitpaper@gmail.com or delhi@linkintime.co.in 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 also on below address:

1. Mohit Paper Mills Limited, Address: 15A/13, Upper Ground Floor, East Patel Nagar, New Delhi- 110008 Ph: 011-25886798
2. Link Intime India Private Limited, Nobel Heights 1 st Floor, Plot No. NH-2, C-1 Block, LSC near Savitri market, Janakpuri, New Delhi- 110058 Ph.: 011-49411000, FAX: 022-49186060

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 Listing Regulation.
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.
