

# **ADVANCE STEEL TUBES LIMITED**

## **ADVANCE STEEL TUBES LIMITED'S GRIEVANCE REDRESSAL POLICY AND CONTACT INFORMATION OF THE DESIGNATED OFFICIAL**

### **INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM**

The Company has an established mechanism for investor service and grievance handling, with M/s Beetal Financial & Compute Services Private Limited and the Compliance Officer 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 [secretarial@advance.co.in](mailto:secretarial@advance.co.in) for handling investor complaint.
2. Also, an Investor can make a written complaint through letter or fax also on +91-11-43041455.
3. 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

### **Contact for Investor's Greivance**

**Mrs. Parul Misra**  
**(Company Secretary)**  
**Secretarial @advance.co.in**  
**Contact-011-43041455**