



ACME Solar Holdings Limited

INVESTOR GRIEVANCE REDRESSAL POLICY

1. Background and Objective.

- 1.1. ACME Solar Holdings Limited's ("**Company**") equity shares are listed on the recognised stock exchanges viz. BSE Limited and the National Stock Exchange of India Limited.
- 1.2. This Investor Grievance Redressal Policy ("**Policy**") has been formulated to provide a structured framework for effective handling, redressal, and closure of the complaints and grievances raised by the investors of the Company in a prompt and transparent manner.
- 1.3. This Policy was approved by the Stakeholders Relationship Committee ("**Committee**") of the board of directors ("**Board**") of the Company on March 03, 2026, and adopted by the Board in its meeting on March 23, 2026. The effective date of this Policy will be March 23, 2026.
- 1.4. The Board has appointed a qualified company secretary as the Compliance Officer of the Company in terms of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("**Listing Regulations**"). In compliance with the Listing Regulations, the Compliance Officer of the Company shall be responsible for *inter alia* monitoring the email addresses of the Company specifically designated for the purpose of registration of complaints/grievances by the investors.
- 1.5. The Company has appointed **KFin Technologies Limited**, as its registrar & share transfer agent ("**RTA**"), which is primarily responsible for handling investor related affairs of the Company and ensuring faster and efficient provision of services to the investors. The Company closely monitors the functions of the RTA and seeks confirmation reports in this regard from time to time.

2. Principles

- 2.1. All grievances and complaints raised by the investors shall be handled in a fair, transparent, and timely manner.
- 2.2. No discrimination will be made among investors based on size of holding, nature of grievance, or status.
- 2.3. Investors shall be informed about avenues to escalate unresolved complaints to higher authorities.
- 2.4. The Company shall comply with all applicable laws and statutory timelines for grievance redressal.



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- 2.5. The Company is committed to fair and equitable treatment of all shareholders, including minority and retail shareholders, and recognises that effective grievance redressal is integral to maintaining long-term investor confidence.

3. Scope and Classification of Investor Communication

- 3.1. This Policy covers various investor grievances including those pertaining to:
- (i) Non-receipt of declared dividends, interest payments, redemption amounts;
 - (ii) Non-receipt of annual reports and notices;
 - (iii) Issues relating to corporate actions;
 - (iv) Issues related to Investor Education Protection Fund (IEPF) such as unclaimed dividend and shares being transferred to IEPF; and
 - (v) Complaints filed through SEBI Complaints Redress System (SCORES) platform or received through stock exchanges, depositories, or regulatory authorities.
- 3.2. Communication received from the investors may either be in the form of complaints or mere information requests. Mere information requests would be segregated from grievances or complaints for purposes of this Policy.
- 3.3. In case of any ambiguity, the Compliance Officer of the Company is authorized to decide the nature and classification of the communication, and the decision of the Compliance Officer in this regard shall be final and binding.

4. Governance Framework

- 4.1. Compliance Officer:
The Company Secretary acts as the Compliance Officer under the Listing Regulations and is responsible for monitoring investor grievances.
- 4.2. RTA:
The RTA has been appointed to provide share registry and investor servicing functions, including handling of dividend-related matters, re-materialisation requests, updation of investor records, shareholder communications and redressal of shareholding-related grievances.
- 4.3. Committee:
The Committee, chaired by an Independent Director, oversees and reviews the grievance redressal mechanism.

5. Grievance Redressal Mechanism

- 5.1. Investors may submit their grievances or complaints in the following manner:



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Level 1 - RTA

- Electronically at the following email ID : einward.ris@kfintech.com
- Physically at the following address : KFin Technologies Limited, Selenium Building, Tower-B Plot No. 31 & 32, Financial District, Nanakramguda, Serilingampally, Rangareddy, Hyderabad 500 032 Telangana, India

Level 2 - Company

- Electronically at the following email ID of the Company: cs.acme@acme.in
- Physically at the following address: ACME Solar holdings Limited. Plot No. 152, Sector-44, Gurugram, Haryana-122002, India

Level 3- SCORES

- File complaint through SEBI Complaints Redress System (SCORES) platform

- 5.2. The grievance or complaint should clearly mention:
- Full Name, Address, Folio/DP ID-Client ID, of the investor;
 - Nature of grievance with all supporting documents; and
 - Contact number and email ID.
- 5.3. For IEPF related matters, investors can directly contact the Nodal Officer, being the Compliance Officer appointed by the Company, as specified under the Contact Details section of this Policy.
- 5.4. The RTA/ Nodal Officer shall endeavour to resolve the investor complaint received by it at the earliest and in any case within 15 days of receipt of the same, or in case any supporting documents are required by the RTA / Nodal Officer for effectively addressing the complaint, within a period of 15 days from the receipt of such supporting documents to the satisfaction of RTA / Nodal Officer, or within such time period as may be prescribed under applicable law in respect of a specific matter.
- 5.5. In case of failure on the part of the RTA to respond to any request/complaint or unsatisfactory response from the RTA within the aforementioned stipulated time periods, the investors may lodge their complaints/grievances with the Company through the Compliance Officer at the following e-mail address cs.acme@acme.in
- 5.6. The Company shall endeavour to resolve the investor complaint received by it at the earliest and in any case within 15 days of receipt of the same, or in case any supporting documents are required by the Company for effectively addressing the complaint, within a period of 15 days from the receipt of such supporting documents to the Company's satisfaction, or within such time period as may be prescribed under applicable law in respect of a specific matter.
- 5.7. In case of failure on the part of the Company to respond to any request/complaint or unsatisfactory response from the Company within the aforementioned stipulated time



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periods, the investor may lodge his/ her complaint through Securities and Exchange Board of India's Complaints Redress (SCORES) platform.

- 5.8. The investor may also avail the Online Dispute Resolution (ODR) mechanism provided by SEBI for resolution of disputes, in accordance with the applicable circulars/ guidelines issued by the SEBI in this regard.
- 5.9. Only complaints sent in the manner set out in this Policy shall be treated as valid complaints under the Policy.
- 5.10. Investors are requested to furnish all the requisite information along with duly executed documents at the earliest to avoid any delay in redressal of their complaints.
- 5.11. Investors are requested not to send multiple reminders during the abovementioned turnaround periods. Multiple communications, reminders or complaints received from the same investor in respect of the same matter within the stipulated turnaround periods shall be treated as a single request/ complaint.

6. Monitoring and Reporting

- 6.1. A consolidated statement of investor complaints received, resolved, and pending shall be:
 - (i) placed before the Committee;
 - (ii) filed with the stock exchanges at the end of each quarter, pursuant to Regulation 13(3) read with Regulation 27(2) of the Listing Regulations, which shall form part of the Integrated Corporate Governance Report, and copy thereof placed before the Board; and
 - (iii) disclosed annually in the Corporate Governance section of the Company's Annual Report.
- 6.2. The Compliance Officer shall monitor adherence to the Policy and statutory timelines.
- 6.3. The Committee shall periodically review the nature, volume and root causes of investor grievances and assess whether any systemic or recurring issues exist. Where required, the Committee may recommend improvements to processes or controls to the Board.

7. Review and Modification

The Committee reserves the power to review and amend this Policy from time to time. All provisions of this Policy would be subject to revision / amendment in accordance with applicable laws as may be issued by relevant statutory, governmental and regulatory authorities, from time to time. In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant statutory, governmental and regulatory authorities are not consistent with the provisions laid down under this Policy, then such




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amendment(s), clarification(s), circular(s) etc. shall prevail upon the provisions hereunder.

8. Contact Details

The following contact details for purposes of making investor requests/ complaints would also be displayed on the Company's website:

Designation	Contact Person	Email	Telephone
Compliance Officer	Rajesh Sodhi	cs.acme@acme.in	+91-124-7117000
RTA	 KFin Technologies Limited	einward.ris@kfintech.com	+91 40 6716 2222