



BABA FOOD PROCESSING (INDIA) LIMITED

6th Floor, Home Décor Building
Ratu Road, Ranchi-834001, Jharkhand
Phone: +91 9155190089, 7667054895
E: babafoods.ranchi@gmail.com; www.babafood.in
CIN No.: L15311JH2015PLC002849

Baba Food Processing (India) Limited- Investor Grievance and Redressal Policy

BACKGROUND

This Policy is formulated to disseminate the Company's existing mechanism for receiving and addressing concerns, complaints or grievances of investors with an emphasis on resolving such grievances fairly and expeditiously. The equity shares of Baba Food Processing (India) Limited ('the Company') are listed on the National Stock Exchange of India Limited (NSE) ("Stock Exchange"). The Company is committed to providing effective and prompt service to its investors by cultivating cordial relationships with investors and providing redressal on regular and consistent basis.

SHAREHOLDER CORRESPONDENCE:

For smooth handling of investors correspondences and grievances, the Company has a dedicated team supported by personnel of MAS Services Limited, Registrar & Share Transfer Agent of the Company ('RTA'). Investors can lodge a concern, complaint or grievance for share related matters including requests for dematerialisation, issue of duplicate share certificates, transmission of shares, dividend etc., by giving details of their name, folio no., DP ID/ Client ID, nature and full particulars of their request or concern, along with duly executed supporting documents to the Company/ RTA. The investors can send their request or concern to Investor Relations Department at the Registered Office / investor email id (cs@babafood.in) / RTA (investor@masserv.com).

If the matter requires consideration/ verification of records/ validation of information, the Company will give its interim response within 2 working days and endeavor to provide information within 15 working days. All the investor requests and concerns received directly by the Company / RTA are periodically checked and replied /resolved. In case the requests and concerns are not redressed to the investor's satisfaction, the investor may approach Securities Exchange Board of India (SEBI) and file their grievances through SCORES 2.0 platform, the centralized online system for lodging and tracking investor complaints. SCORES 2.0 facility can be accessed at <https://scores.sebi.gov.in>

If the grievance is not redressed satisfactorily by the Company, investors may dispute the responses received on the Online Dispute Resolution Portal, a mechanism for online resolution of disputes arising in the Indian Securities Market. The circular issued by SEBI in this regard can be accessed here. The status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee of the Board of Directors of the Company.



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Contact Details :

	Contact Details	Address
For Share related Matters	MAS Services Limited, Share Transfer Agent Email: investor@masserv.com	T-34, 2nd Floor, Okhla Industrial Area, Phase-II, New Delhi – 110020 Ph: 011 26387281/82/83, 41320335
For IEPF related matters	<u>Sonal Agarwal,</u> <u>Company Secretary & Compliance Officer</u> <u>Email: cs@babafood.in</u>	<u>6th Floor, Home Décor Building,</u> <u>Opposite Durga Mandir, Ratu Road,</u> <u>Ranchi, 834001</u> <u>Ph: 9155192834</u>

This Policy has been adopted by the Stakeholders Relationship Committee of the Board of Directors of the Company. The Company Secretary is authorized to amend the Policy to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or the SEBI from time to time.