



Silverstorm Parks and Resorts Limited	Version No.	01
CIN: U92199KL1998PLC012512	Prepared by	Secretarial Department
Registered Office: Door No 1/77A Vettilapara P O Chalakudy, Thrissur, Kerala, India, 680721	Effective date	November 10, 2025
	Last Amendment on	-

Investor Grievance Redressal Policy

1. Purpose and Scope

- a. This policy is formulated to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner.
- b. This policy was approved by the board of directors (“**Board of Directors**” or “**Board**”) of Silverstorm Parks and Resorts Limited (the “**Company**”) in its meeting held on November 10, 2025 and will be reviewed by the Company’s stakeholders relationship committee in consultation with Board of Directors.
- c. The Company’s equity shares are listed on BSE Limited.
- d. Pursuant to various statutes and by virtue of their shareholding in the Company, shareholders enjoy several rights, which inter-alia include the right to receive (i) Getting the shares credited into the DEMAT account pursuant to corporate actions made by the Company with respect to allotment of shares, transfer, transmission, split etc., (ii) any dividend on the shares declared by the Company, (iii) annual reports and Annual General Meeting (“**AGM**”) notice, and (iv) such other rights available under law for the time being in force.
- e. The Company has appointed M/s. MUFG Intime India Private Limited as its Registrar and Transfer Agents (“**RTA**”) to ensure faster and efficient provision of services to the investors. The RTA is primarily responsible for handling shareholders related affairs of the Company.
- f. The Company will register itself on [the SCORES platform] or [such other electronic platform or system of the Board as shall be mandated from time to time], in order to handle investor complaints electronically in the manner specified by the Board.
- g. The Board has appointed the Company Secretary to act as Compliance Officer of the Company under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“**SEBI Listing Regulations**”). As Compliance Officer, the Company Secretary is responsible for ensuring provision of prompt and effective services to shareholders and monitoring the dedicated email address of the Company for investor grievances.

2. Definitions:

For the purpose of this Policy, the following words will carry the meaning as under:

- a. “**Board**” or “**Board of Directors**” means the board of directors of Silverstorm Parks and



Resorts Limited.

- b. "**Company**" means Silverstorm Parks and Resorts Limited.
- c. "**stipulated turnaround time**" means the timelines as specified in the 'Investor Timelines' section of this Policy.
- d. "**RTA**" means M/s. MUFG Intime India Private Limited.

The words and phrases not defined under this Policy will carry the same meaning as defined under the articles of association of the Company; the Securities and Exchange Board of India Act, 1992 read with the rules and regulations made thereunder, including the SEBI Listing Regulations; and the Companies Act, 2013 read with the rules made thereunder.

3. Investor Service Timelines:

The Company and its RTA follow the following timelines for performance of its duties toward shareholders:

- a. Matters such as change of address, non-receipt of annual report and updation of bank details. These matters are addressed by the RTA within a period of 5 working days from the receipt of the request or in case, any supporting documents are required by the RTA for addressing the request, within a period of 5 working days from the receipt of such documents to the RTA's satisfaction.
- b. Matters other than those referred in point (a) above, including but not limited to transfers, change of name, dematerialization, and loss of share certificates, are addressed by the RTA within a period of 7 to 15 days from the receipt of the request. In case, any supporting documents are required by the RTA from the shareholder or any other party for addressing the request, such matters will be addressed within a period of 15 days from the receipt of such documents to the RTA's satisfaction.

In case statutory timelines for redressal of any grievance, not specifically mentioned here, have been prescribed, the Company / RTA shall address such grievance within the timeline as prescribed under law.

4. Classification of Shareholder Communication:

The Company receives various correspondence / communication from the investors relating to the shares, annual reports, dividends and ancillary matters. These communications may either be complaints or mere queries / requests by the shareholders. The Company presently follows a set of guidelines for classifying the shareholders' communication between general correspondence / requests / complaints, etc. These guidelines are internal to the Company.

The Company strives to follow highest standards of corporate governance, transparency and disclosures at all times. With a view to ensure greater transparency and as a part of Company's investor-friendly initiatives, the Stakeholders Relationship Committee has considered it appropriate and desirable to formally document the present guidelines w.r.t classification of shareholders' communication through this Policy. The Company has also formulated a set of frequently asked questions (FAQs) in respect of share related matters for better shareholder awareness. Investors can refer the same at on the website of the Company.

In addition to the above, the Policy broadly defines its investor servicing timelines and further lays down the process for redressal of complaints and the escalation matrix thereof.



5. General Principle guiding classification of shareholders' communication:

- Multiple correspondence / communications or reminders received for the same matter within the stipulated turnaround time in this Policy for handling of the query / communication will be treated as one complaint.
- If a query is resolved after the stipulated turnaround time and there is no reminder from the shareholder during such time period, such query will not be treated as complaint.
- In case of any ambiguity, the Company Secretary shall be the sole authority to decide on the nature and classification of the communication and the decision of the Company Secretary shall be final and binding.
- The following communications shall be treated as Complaint or not treated as Complaint.

Classification of shareholders Communication:

Sl. No	Communication not treated as Complaint	Communication treated as complaint
a)	<p>Non-receipt of annual report</p> <p>i. First request or any such communication w.r.t. non - receipt of annual report will be considered as a request if, the Company has dispatched the annual report to the shareholder on or before the due date(s) through permissible means.</p> <p>ii. Such communication shall be treated as request for an additional copy of the annual report. Company shall respond to the request by intimating the original date of dispatch of annual report and will also share a copy of the annual report in compliance with the shareholder's request</p>	<p>Subsequent request(s) for non-receipt of annual report to be treated and recorded as a complaint if,</p> <ul style="list-style-type: none"> ➤ the Company / RTA has not dispatched the annual report to the shareholder on or before the due date(s), or ➤ the Company / RTA has not responded to shareholder's request within the stipulated turnaround time.
b)	<p>Non-receipt of dividend</p> <p>First request or any Such communication wrt non- receipt of dividends will be considered as Query/ request if, the Company has credited the dividend to the bank account of the shareholder or dispatched dividend warrants/ demand drafts on or before the due dates.</p> <p>When the company is unable to pay out of the Dividend:</p> <p>i. In case where the dividend is to be credited to the bank account of the shareholder, and such credit has been declined by the bank, the Company will</p>	<p>Any communication w.r.t. non-receipt of dividend warrants/ demand drafts sent to the Company or to the RTA after the expiry of the stipulated turnaround time for the issuance of duplicate dividend warrants to be considered as Compliant.</p>



	<p>pay out the dividend through a dividend warrant / demand draft in favour of the shareholder.</p> <p>ii. In case the dispatched dividend warrant / demand draft is returned undelivered, the Company will proceed with re-dispatching the dividend warrant / demand draft only upon a written request by the shareholder. Such communication from the shareholder will be treated as a request and not a complaint.</p>	
C)	<p>Shareholder Communication through Statutory Authorities.</p> <p>Any communication from investors through statutory authorities which:</p> <ul style="list-style-type: none"> i. is not treated as a complaint by the statutory authority, and ii. which would not have been treated as a complaint by the Company if it was directly addressed to the Company, will not be treated as a complaint. <p>As per SEBI circular dated March 26, 2018, any grievances submitted to SEBI through SCORES will not be treated as complaints if the grievance is redressed by the Company within 30 days. Accordingly, such grievances registered with SEBI, will be not treated as complaints by the Company.</p>	
		<p>At times, requests / grievances are directly communicated to the statutory authorities by the investors. Such communications may not always qualify as a complaint under the guidelines adopted by the Company.</p> <p>However, since the statutory authorities treat all communication received from investors as complaint, regardless of the nature of such communication, the Company is constrained to follow the classification as followed by the statutory authorities.</p> <p>Accordingly, any communication from investors received through statutory authorities viz. stock exchanges, Registrar of Companies, Regional Directors, SEBI, etc. which is treated as complaint by such statutory authority, will be treated as a complaint by the Company.</p>
D)	<p>Others</p> <ul style="list-style-type: none"> i. Correspondence w.r.t. change in address, nominees etc will be considered as a request and not as a complaint if, the request is addressed within the stipulated turnaround time. ii. Any communication / suggestions / enquiry about procedures for any action will be considered as a request / general enquiry and not a complaint. iii. Any communication requisitioning information or documents relating to the Company or its operations as per statutory rights available to the shareholders will be treated as request if, the requisition is in proper format and the 	



	<p>iv. Company has responded to the same within prescribed time limits.</p> <p>iv. Incomplete communications, communications without requisite supporting documentation or any communication which is vague or nonspecific in nature will not be treated as a complaint.</p> <p>v. Communications / complaints in relation to matters that are sub- judice will not be treated as a complaint under this Policy.</p>	
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6. Investor Grievance Redressal Mechanism

- a. Investors can lodge a complaint for non-receipt of any right available to them or failure of the STA / Company to comply with any statutory obligation by giving details of their name, folio no., DP ID / Client ID, nature and full particulars of their complaint directly to the STA, except for matters relating to shares / dividend transferred to Investor Education and Protection Fund (IEPF). For IEPF related matters, investors can directly contact the Nodal Officer appointed by the Company as specified under the 'Contact Details' section of this Policy
- b. Any information, other than those specified above or any supporting documentation required for redressal of the complaint shall be informed to the investors by the RTA. 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.
- c. In case of non-satisfactory response from RTA, investors can also lodge their complaints through the Company's designated email id for investor grievances—cs@silverstorm.in. The designated email id is also displayed on the Company's website. Alternatively, investors can send their complaints at the registered office of the Company.
- d. If the investor does not receive a reply from the RTA within the stipulated turnaround time, he / she may approach the Company at the credentials mentioned above. Additionally, investors are urged to refrain from sending multiple reminders during the above-mentioned turnaround periods for redressal of their complaints.
- e. Investors are requested to approach the RTA, or in case of any inaction by the RTA, the Company, for redressal of their concerns prior to raising their concerns with the regulatory authorities.
- f. Only complaints sent on the addresses / email ids mentioned in this Policy will be treated as valid complaints.
- g. The Company periodically obtains status report of the complaints from the RTA.
- h. The Stakeholders Relationship Committee is responsible for the examination and redressal of the complaints by investors.
- i. As required under Regulation 13 of Listing Regulations, the Company files with the Stock Exchanges and places the statement of investor complaints at the Board meeting on a quarterly basis. Further, the Company also makes annual disclosure of the statement of investor complaints in its annual report pursuant to the Listing Regulations.



7. Contact Details:

Particulars	Contact Details and Address
For Shares related queries	MUFG Intime India Private Limited (Formerly Link Intime India Private Limited) C-101, 1st Floor, 247 Park L.B.S. Marg, Vikhroli West Mumbai 400 083 Maharashtra, India Telephone: +91 810 811 4949 E-mail: silverstormparks.smeipo@in.mpms.mufg.com Contact person: Shanti Gopalkrishnan
For Other Investor Related Queries	Mrs. Sunita Bhargava Company Secretary and Compliance Officer Silverstorm Parks and Resorts Limited Door No 1/77A Vettilapara P O Chalakudy, Trichur, Kerala, India, 680721 Email id: cs@silverstorm.in

8. Amendment and Updations

The Board shall have the power, subject to applicable laws, to amend any of the provisions of this policy, substitute any of the provisions with a new provision or replace this policy entirely with a new policy.

9. Interpretation

In case of any subsequent changes in the provisions of the aforementioned statutes, the statutes would prevail over the policy and the provisions in the policy would be modified in due course to make it consistent with prevailing law. Any subsequent amendment/modification in SEBI Listing Regulations, Act and/or applicable laws in this regard shall automatically apply to this policy.
