

GRIEVANCE REDRESSAL POLICY FOR STAKEHOLDERS

Individuals or groups involved or interested in, or influenced by, the operations of enterprises, now or in the future, are referred to as stakeholders. Customers, communities, value chain members and other business partners, regulators, civil society players, and media are all examples of stakeholders in a Company. C.E. Info Systems Limited and its Group Companies / subsidiaries considers its employees, customers, investors, and communities to be important stakeholders. A complaint is an expression of dissatisfaction with a product or service, either orally or in writing, from internal and external stakeholders. Complainants may have genuine cause, although some may be result of misunderstanding or an unreasonable expectation about a product or service.

Complaints are often utilised as a kind of feedback in order to improve product or service. The Grievance Redressal Policy aims to guarantee, in general

- If a stakeholder is dissatisfied with the services supplied by the Company, he or she has the right to file a complaint. The stakeholder may give complaint in writing or orally - in person / over telephone etc.
- Stakeholders are thoroughly made aware on how to escalate their grievances within the organisation, as well as their rights to alternative remedies, if they are dissatisfied with the company's response to their complaints. The Company shall treat all complaints efficiently in an unbiased manner as handling it otherwise will damage the company's reputation and business.
- A structure is created to guarantee that the redressal requested is equitable and fair and legal within the provided framework of laws and regulations, in order to make the company's redressal system more relevant and effective.

Grievances filed under this policy shall be resolved in a timely manner, and outcome will be shared with relevant parties.

Objective:

The Grievance Redressal Policy aims to reinforce the company's core values, namely Sensitivity, Integrity, Quality, Speed, Passion, Resilience, and digitally enabled, by establishing a structured system that ensures the availability of multiple channels within the company for stakeholder grievance redressal. In addition, the policy would guarantee that redressal is fair, consistent, and in conformity with current laws and regulations.

Applicability:

The stakeholders that could be identified can be employees, customers, community, and suppliers, Government authorities and regulatory bodies and investors. Key stakeholders are identified in consultation with the Company's management.

The Company understands that a broad and inclusive materiality process, including stakeholder engagement with individual or group of individuals or institutions that adds value to the business chain, is identified as a key stakeholder.

Stakeholder Engagement Mechanism:

Stakeholder Group	Engagement Mechanism
Customers	Customer feedback Customer Grievance resolution Personal Interaction
Community	Personal Interaction Project based discussions. CSR activities
Employees	Trainings Personal Interactions Departmental Meetings
Suppliers	Supplier meetings Personal Interactions Project based discussions
Government Authorities and regulatory bodies	Scheduled meetings Industry forums
Investors and lenders	Earnings calls Annual Reports Investor Meets

Stakeholders point of contact:

Stakeholder Group	Point of Contact for grievances
Customers	E-mail: contact@mapmyindia.com Phone: 011 - 4600 9900
Community	Email: contact@mapmyindia.com Phone: 011 - 4600 9900
Employees	Email: hr@mapmyindia.com Phone: 011 - 4600 9900
Suppliers	Email: Phone: 011 - 4600 9900
Government Authorities and regulatory bodies	Email: contact@mapmyindia.com Phone: 011 - 4600 9900
Investors and lenders	Email: cs@mapmyindia.com Phone: 011 - 4600 9900



Acknowledgement of Grievances

Once received, a grievance will be acknowledged by the grievance owner. Communication must be in writing, over the phone, by email, or verbally.

Resolution of Grievances

Point of contact for grievances will make every effort to handle the complaint as quickly as possible. The company has implemented the following complaint redressal method for all channel complaints to provide an effective complaint redressal procedure.

1. Stakeholders may file complaints using any of the aforementioned procedures, and they will be sent to the relevant business/control unit for resolution.
2. Grievances shall be handled by the official appointed in the business/control unit in question. When the specified TAT is exceeded, it can be escalated to the head of business/control unit involved.
3. All complaints resolutions will be closed in the best possible manner and time.

Disclosure Norms

The company shall disclose data on grievances in accordance with BRSR principles.

Monitoring

This policy shall be regularly monitored, and activities reported through BRSR disclosure.