

**STAKEHOLDER GRIEVANCE REDRESSAL POLICY**  
**OF**  
**BASILIC FLY STUDIO LIMITED**

(Approved by the Stakeholder Relationship Committee and the Board of Directors in the meeting dated 9<sup>th</sup> March 2025)

## **INTRODUCTION**

**Basilic Fly Studio Limited** ("Company") is committed to addressing and resolving stakeholder grievances in a fair, transparent, and timely manner. This policy establishes a structured framework for handling concerns and complaints from stakeholders, including shareholders, investors, employees, customers, vendors, and other relevant parties.

## **OBJECTIVES**

- To provide a mechanism for stakeholders to raise their concerns and grievances.
- To ensure prompt and effective resolution of grievances.
- To maintain stakeholder confidence by fostering transparency and accountability.
- To comply with applicable legal and regulatory requirements.

## **SCOPE**

This policy applies to all stakeholders, including but not limited to:

- Shareholders and investors
- Employees
- Customers and clients
- Vendors and suppliers
- Government and Regulatory Authorities
- Community

## **DEFINITIONS**

- a) **Grievance Redressal Officer**- The head of the respective department to which the complaint belongs.
- b) **Grievance/Complaint** – Any query or concern raising dissatisfaction about an action or lack of action by the customer, supplier, employee or any other stakeholder, through written or electronic communication made in good faith.
- c) **Employee** – Employee means all employee(s) of the company (including employees on contract basis), Directors of the Company, Key Managerial Personnel and Senior Management Personnel as defined under the Companies Act, 2013.
- d) **Stakeholders** – Persons/ entities who either affect or are affected by the operations of the Company including but not limited to employee, shareholders, investors, customers, consumers, vendors, suppliers, business partners and appropriate government departments, etc.

## PRINCIPLES

- **Transparency:** NCC is committed to maintaining transparency in its grievance redressal process by providing clear information on how grievances are addressed and resolved.
- **Accessibility:** We ensure that our grievance redressal mechanism is easily accessible to all stakeholders through multiple channels, including but not limited to email, phone, online portal, and physical mail.
- **Timeliness:** Grievances will be acknowledged promptly upon receipt, and efforts will be made to resolve them within reasonable timeframes, considering the complexity and severity of the issue.
- **Fairness:** NCC will treat all grievances impartially and objectively, without any discrimination or bias.
- **Confidentiality:** We respect the confidentiality of the grievance process and will handle all information shared by stakeholders with the utmost confidentiality, except where disclosure is required by law.

## STAKEHOLDER ENGAGEMENT MECHANISMS

Stakeholder group	Engagement mechanisms
Customers and Clients	Customer Satisfaction Survey Customer feedback Personal Interaction
Shareholders and Investors	Earnings calls Annual Reports Investor Meets
Employees	Surveys Training Personal Interactions Departmental Meetings
Vendors and Suppliers	Vendors and Supplier meetings Personal Interactions Project based discussions
Government and Regulatory Authorities	Scheduled meetings Industry forums
Community	Surveys Personal Interaction Project based discussions. CSR activities

Frequency of stakeholder engagement mechanisms will be decided by the committee/board of directors from time to time.

## GRIEVANCE REDRESSAL MECHANISM

**Lodging a Grievance Stakeholders can raise grievances through any of the following channels:**

Email: Send an email to the designated grievance officer at [cs@basilicfly.com](mailto:cs@basilicfly.com)

Written Complaint: Address a written complaint to the Grievance Officer at the Company's registered office.

## **Acknowledgment and Processing**

- The Company will acknowledge receipt of the grievance within 3 working days.
- The Grievance Officer will review and assess the complaint and may seek additional information from the complainant if required.
- The grievance will be investigated and resolved within 30 days from the date of receipt.

## **Resolution and Response**

- A formal response, outlining the findings and resolution, will be communicated to the complainant.
- If the grievance requires further escalation, it will be referred to the appropriate internal or external authorities.

## **Roles and Responsibilities**

- Grievance Officer: Responsible for receiving, assessing, and resolving grievances.
- Stakeholder Relationship Committee: Oversees and monitors grievance redressal mechanisms.
- Board of Directors: Ensures adherence to the policy and compliance with legal requirements.

## **Escalation Matrix**

If the grievance is not resolved satisfactorily, the complainant may escalate the matter to:

- The Stakeholder Relationship Committee.
- The Board of Directors (in case of unresolved investor grievances).
- Regulatory bodies such as SEBI, ROC, or other relevant authorities, as applicable.

### **1. Stakeholders point of contact:**

Stakeholder group	Principal Contact Person	Contact
Customers and Clients	Balakrishnan R	E-mail: <a href="mailto:info@basilicfly.com">info@basilicfly.com</a> Phone: +91 (44) 6172 7700, Extn - 120
Shareholders and Investors	Company Secretary & Compliance Officer/ Chief Finance Officer	E-mail: <a href="mailto:cs@basilicfly.com">cs@basilicfly.com</a> Phone: +91 (44) 61727700
Employees	Admin/Human Resource	E-mail: <a href="mailto:hr@basilicfly.com">hr@basilicfly.com</a> Phone: +91 (44) 61727700, HR Extn – 116/ Admin Extn - 121
Vendors and Suppliers	Manikandan R	E-mail: <a href="mailto:manikandanr@basilicfly.com">manikandanr@basilicfly.com</a> Phone: +91 (44) 61727700, Extn – 120
Government and Regulatory Authorities	Company Secretary & Compliance Officer	E-mail: <a href="mailto:cs@basilicfly.com">cs@basilicfly.com</a> Phone: +91 (44) 61727700 Extn - 121
Community		E-mail: <a href="mailto:cs@basilicfly.com">cs@basilicfly.com</a>

	Company Secretary & Compliance Officer/ Chief Finance Officer/ Directors/Owners	Phone: +91 (44) 61727700
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## **2. Confidentiality and non-retaliation**

- All grievances will be handled with the utmost confidentiality.
- No stakeholder shall face retaliation for raising concerns in good faith.

## **3. Review and Amendments**

- This policy shall be reviewed periodically and updated as required.
- Any amendments shall be approved by the Board of Directors.

## **4. Effective Date**

This policy is effective from **9<sup>th</sup> March 2025** and shall remain in force until modified or withdrawn by the Board.

## **5. Contact Information**

For any queries or grievances, please contact:

**Grievance Officer: Swati Sharma**

Email: [cs@basilicfly.com](mailto:cs@basilicfly.com)

Registered Office: Tower A,  
KRC Commerzone Mount Poonamallee Road  
Porur, Chennai, Tamil Nadu – 600116