



Formerly known as Parnami Credits Limited

INVESTOR GRIEVANCE REDRESSAL MECHANISM

CIN: L65910MH1993PLC302405

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www.qgofinance.com

OGO at a Glance

- The Company is having Shareholders under 500 at present.
- The Company's Equity Shares are listed on the and Bombay Stock Exchange (BSE).
- Company Secretary acts as Compliance Officer of the company.
- M/s. Mas Services Limited, is the Registrars and Transfer Agents (RTA) of the Company

INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM

The Company has an established mechanism for investor service and grievance handling, with M/s Mas Services Limited and the Compliance Officer appointed by the Company for this purpose, being the important functional nodes.

Some of the key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

1. The Company has a designated email id complaint@qgofinance.com and contactus@qgofinance.com for handling investor grievances on which investor can make a complaint. This e-mail ID is mentioned on every communication being made by the Company with the shareholders / Other Stakeholders and also displayed on the website of the Company.
2. The Company has also developed online feedback form available on the Company's website i.e. www.qgofiance.com through which an investor can make a complaint. Also, an Investor can make a written complaint through letter.
3. Head of Corporate Secretarial Department i.e. Company Secretary of the Company checks the designated investor grievances e-mails on a daily basis to check whether any new complaint has been lodged.
4. Full details of the complaint are thereafter informed to the Compliance Officer and RTA of the Company as soon as it is received.
5. A correspondence either by letter or e-mail is made with the investor who has submitted written complaints acknowledging receipt of the complaint
6. Corporate Secretarial Department obtains all information available on the complaint which is considered necessary for a proper investigation. It looks into all the necessary information and undertakes to resolve them as soon as possible.

7. The Company follows the practice of resolving the investor complaint within 15 days of receipt of the same.
8. Status Report is obtained periodically from the RTA of the Company in respect of various correspondences and complaints against the Company.
9. The Company engages a practicing Company Secretary for doing Reconciliation of Share Capital Audit on quarterly basis. The Practicing Company Secretary issues a Compliance Certificate about delivery of share certificates after registration of transfer within Twenty-one days of the date of lodgment of transfer, on Regulation 76 of Depository and participant's regulations, 2018.
10. The Status of receipt, redressal and pendency of all the complaints are placed before the
11. Shareholders Relationship Committee / Investors Grievance Committee on the quarterly basis.
12. RTA of the Company is responsible for discharging investor service functions effectively, efficiently and expeditiously.
13. Status of redressal of complaints from BSE informed to them through Letters / e- mail and if any telephonic enquiry is received from them, full details of the case and status of redressal are provided over phone.
14. All the investor complaints/grievance received through SEBI by online "SEBI Complaints
15. Redress System" (Scores) checked regularly and replied/resolved expeditiously
16. The company also notifies in its Annual Report to claim unclaimed IPO application money and dividends etc. by the investors/shareholders.
