

# POWAI LAKE RESIDENTIAL PRIVATE LIMITED

## INVESTOR GRIEVANCE REDRESSAL FRAMEWORK

<b>Version</b>	<b>Approval/Review Date</b>	<b>Prepared By</b>	<b>Approving Authority</b>
V1	28 <sup>th</sup> March, 2025	Compliance Team	Board of Directors

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## 1. **INTRODUCTION:**

Powai Lake Residential Private Limited ( the “**Company**”) believes that Investor service is a vital element for sustained business growth and for better corporate governance. The Company’s approach is to treat and service all the investors consistently and fairly. The Company endeavours to address all grievances/ complaints, in a reasonable time and satisfactory manner.

Investor grievances/ complaints constitute an important voice of Investor and thus a structured grievance redressal framework is important. Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Company realizes that quick and effective handling and resolution of Investors’ grievances is essential. This mechanism shall ensure that all grievances/ complaints shall be heard and the response would be sent for such grievances/ complaints. The Investor Redressal Mechanism of the Company is based on the following principles:

- a) Investors are treated fairly at all times.
- b) Grievances/ complaints raised by Investors are dealt with courtesy and in a timely manner.
- c) Grievances/ complaints are treated efficiently and fairly.
- d) The employees and management of the Company work in good faith and towards the interests of the Investors

## 2. **OBJECTIVES:**

In order to ensure prompt resolution, the Company has laid down the appropriate Grievance Redressal Mechanism to resolve grievances/ complaints of its investors.

All the investor grievances/ complaints registered with the Company shall be reviewed, monitored and resolved in compliance with the provisions of the applicable laws. The focus shall be, to ensure all grievances are resolved in a timely basis and to the full satisfaction of the investors.

The Company has designated the Investor Grievance Redressal Officer appointed under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, who can be approached in case of any grievance/ complaint.

## 3. **DEFINITION:**

- (i) “**Company**” means Powai Lake Residential Private Limited.
- (ii) “**Grievance**” shall mean a complaint or expression of dissatisfaction with any of the services provided by the Company. This is to be distinguished from a query (which is a question or request for information) or a service request.
- (iii) “**Investor**” shall mean such person who holds securities issued by the Company.
- (iv) “**SEBI**” shall mean Securities and Exchange Board of India.

All terms used in this Framework but not defined herein shall have the meaning assigned to such term in the Companies Act, 2013 and / or Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements), Regulations, 2015 (“**SEBI LODR**”), and circulars issued by Ministry of Corporate Affairs (“**MCA**”) and SEBI, as applicable. In case of any conflict between the applicable meanings assigned to such term under the Companies Act, 2013, SEBI LODR and / or circulars issued by MCA and SEBI, the term shall be interpreted in such a manner that ensures compliance with the Companies Act, 2013, SEBI LODR and circulars issued by MCA and SEBI. Unless the context otherwise requires, words in the singular include the plural and vice versa.

#### **4. GRIEVANCE REDRESSAL FRAMEWORK:**

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: [CorporateAffairs.Powai@hines.com](mailto:CorporateAffairs.Powai@hines.com) for handling investor grievances on which investor can send a complaint. This e-mail ID is mentioned on every communication of the Company to the shareholders and is also mentioned on the website of the Company.
2. Executives in the Corporate Secretarial Department access the above-mentioned designated investor grievances e-mail ID on a regular basis to check whether any new complaint or request from security holders has been received.
3. Corporate Secretarial Department obtains all information available on the complaint or request which is considered necessary for a proper resolution of the grievance. It looks into all the necessary information and undertakes to resolve them as soon as possible.
4. Upon receipt of the necessary documentation and information, and after satisfying the necessary quality checks, the Company follows the practice of resolving the investor complaint or request promptly.
5. The complaints received through Stock Exchanges are attended immediately.
6. All the investor complaints/grievance received online through “SEBI Complaints Redress System” (Scores) are checked regularly and replied/resolved expeditiously.

#### **5. POLICY ADHERENCE RESPONSIBILITY:**

The Company Secretary and Compliance Officer to ensure that all mandatory provisions of Regulations issued by SEBI, SEBI Investor Protection Guidelines, etc. are complied with and complaints/grievances from shareholders and investors and those routed through Stock Exchanges or SEBI SCORES or Statutory authority(ies) are resolved/replied appropriately.

The policies formulated will be reviewed periodically to foster more dynamic, open and interactive corporate governance and thereby maximising shareholder value.

#### **6. RESOLUTION OF GRIEVANCE:**

The Company shall endeavour redressal of routine Investor Grievances within such period as may be prescribed by SEBI from time to time. In case of non-routine complaints and complaints where external agencies are involved, Company may seek additional time from the Investor to redress the Grievances as expeditiously as possible.

#### **7. CLOSURE OF GRIEVANCE:**

A Grievance shall be considered as closed when:

- The Grievance has been addressed fully, or
- Where the response to the Grievance is sent in writing via email or letter.

When the Investor comes back to the Company and / or RTA with the same matter after it has been closed, or with a related matter, a new Grievance will be registered to enable proper tracking.

#### **8. AMENDMENTS TO THE FRAMEWORK:**

The Board of Directors/Stakeholders Relationship Committee (if constituted) shall review and amend this Framework as and when required. Any subsequent amendment / modification in the applicable laws in this regard, shall automatically apply to this Framework and the Framework

shall stand amended to that extent.

## Annexure to Investor Grievance Redressal Policy

### ESCALATION MATRIX FOR INVESTORS GRIEVANCES

Powai Lake Residential Private Limited (the “**Company**”) is committed to providing effective and prompt service to its investors. The Company has in place, a designated e-mail address i.e [CorporateAffairs.Powai@hines.com](mailto:CorporateAffairs.Powai@hines.com) for assistance and/or grievance redressal and is closely monitored by the Company Secretary and Compliance Officer.

The escalation matrix for complaints relating to the Investors of Company is as provided below:

#### Level 1 –

##### 1. Executives of the Company at:

**Mr. Ankur Gupta**  
**Designation: Director**

**Address:** One BKC, Level 18, Wing C, Plot No C-66, G Block, Bandra Kurla Complex, Bandra East, Mumbai Maharashtra, India, 400051

**Phone– +91 124 4802222**  
**Email – [Ankur.gupta@Hines.com](mailto:Ankur.gupta@Hines.com)**

**Ms. Dhara Vipin Dala**  
**Designation: Compliance Officer and Company Secretary**

**Address:** One BKC, Level 18, Wing C, Plot No C-66, G Block, Bandra Kurla Complex, Bandra East, Mumbai Maharashtra, India, 400051.

**Phone– +91 124 4802219**  
**Email – [compliances@lakeresidences.com](mailto:compliances@lakeresidences.com)**

#### Level 2 –

In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file their grievance through “SCORES”, the centralized online system for lodging and tracking complaints.

SCORES facility can be accessed through the weblink <http://scores.gov.in>

#### Filing complaints on SCORES - Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES:
  - i. Name,
  - ii. PAN,
  - iii. Address,
  - iv. Mobile Number,
  - v. E-mail ID
- c. Benefits:
  - i. Effective communication
  - ii. Speedy redressal of the grievances

#### Level 3 –

The Complainant can initiate dispute resolution through the Online Dispute Resolution Portal (“**ODR Portal**”) in case the outcome of the grievance lodged with the above - mentioned level of escalations (i.e. Level 1 and Level 2) is not satisfactory. Further, the Complainant is required to ensure that the grievance lodged through ODR portal is not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

ODR portal can be accessed through the weblink <https://smartodr.in/login>

**Address for correspondence with Debenture Trustee:**

Axis Trustee Services Limited

The Ruby, 2nd Floor, SW, 29 Senapati Bapat Marg, Dadar West, Mumbai – 400028

Phone: +91-22-62300451 Fax +91-22-62300700

[debenturetrustee@axistrustee.com](mailto:debenturetrustee@axistrustee.com)