

**CARE ESG RATINGS LIMITED**  
**ESG RATING PROVIDER - GRIEVANCE REDRESSAL MECHANISM**

**Dear Investors/Concerned,**

In case of any grievance/complaint against CARE ESG Ratings Limited (formerly known as CARE ADVISORY RESEARCH & TRAINING LIMITED), please contact the Company Secretary & Compliance Officer at:

**Ms. Shefali Thakkar**

Company Secretary & Compliance Officer  
CARE ESG Ratings Limited  
Office Address: A Wing - 1102 / 1103,  
Kanakia Wall Street, Andheri Kurla Road,  
Chakala, Andheri (East), Mumbai - 400093  
Email id: [shefali.thakkar@careedge.in](mailto:shefali.thakkar@careedge.in)  
Phone No.: Board line: +91 22 6837 4400

In case you are not satisfied with the resolution provided by the Company Secretary & Compliance Officer, you may escalate it to the Chief Executive Officer of CARE ESG Ratings Limited at:

Name: **Rohit Inamdar**

Email-id: [rohit.inamdar@careedge.in](mailto:rohit.inamdar@careedge.in)  
Phone No.: Board line: +91 22 6837 4400

If still not satisfied with the response, you can lodge your grievances with SEBI at <http://scores.gov.in> (details provided herein below) or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

**SEBI COMPLAINTS REDRESS SYSTEM (SCORES)**  
**Filing complaints on SCORES - Easy & quick**

- a.** Register on SCORES portal at <https://scores.gov.in/scores/Welcome.html>
- b.** Mandatory details for filing complaints on SCORES:
  - i. Name, PAN, Address, Mobile Number, E-mail ID
- c.** Benefits:
  - i. Effective communication
  - ii. Speedy redressal of the grievances

**DISPUTE RESOLUTION MECHANISM**

SEBI Master Circular dated July 31, 2023, on Online Dispute Resolution ("SEBI Master Circular"), provides for online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

A copy of the said SEBI circular is attached here - <https://www.careedgeesg.com/CareRating/images/Master-Circular-for-ODR.pdf>

In case you are not satisfied with the resolution / response provided by the Company under the various channels listed above,

you may use the facility available at - <https://smartodr.in/login> (**ODR Portal**) for the resolution of a dispute arising between you and the Company in accordance with the SEBI Master Circular, **unless** the investor/client has opted for dispute resolution through an independent institutional mediation, independent institutional conciliation and / or independent arbitration institution in India under its agreement with CARE ESG Ratings Ltd.

**For any queries:**

You may contact the Company Secretary & Compliance Officer at:  
Email id: [shefali.thakkar@careedge.in](mailto:shefali.thakkar@careedge.in)  
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CARE ESG Ratings Limited  
(Formerly known as CARE Advisory Research & Training Ltd.)

Corporate Office: A Wing - 1102 / 1103, Kanakia Wall Street,  
Andheri - Kurla Road, Chakala, Andheri (E),  
Mumbai - 400093  
Phone: +91-22-6837 4400

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