

ESCALATION MATRIX FOR INVESTORS GRIEVANCES

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

Level 1

KFin Technologies Limited, Registrar and Share Transfer Agent	Company Executive
Mr. Gopala Krishna KVS Assistant Vice-President Corporate Registry	Mr. Sandeep Datta Senior Manager- Corporate Affairs
Address: Unit: DLF Limited Selenium Tower B, Plot No. 31-32 Financial District, Nanakramguda Serilingampally Mandal Hyderabad - 500032, Telangana	Address: 8 th Floor, DLF Gateway Tower R- Block, DLF City Phase – III Gurugram – 122002 Haryana.
Toll Free No.:1-800-309-4001	Phone: (+91) 124 4396000
E-mail: einward.ris@kfintech.com	E-mail: investor-relations@dlf.in

Level 2

In the event, the grievance(s) are not resolved/ replied within 5 working days of its submission to Level 1, Investors can forward their complaints to the next level of hierarchy.

Ms. Nikita Rinwa Deputy Manager- Company Secretarial
Address: 8 th Floor, DLF Gateway Tower R- Block, DLF City Phase – III Gurugram – 122002 Haryana.
Phone: (+91) 124 4396000
E-mail: rinwa-nikita@dlf.in

Level 3

In the event, the grievance(s) are not resolved/ replied within 5 working days of its submission to Level 2, Investors can forward their complaint to the Company Secretary and Nodal Officer.

Mr. R.P. Punjani Company Secretary
Address: 8 th Floor, DLF Gateway Tower R- Block, DLF City Phase – III Gurugram – 122002 Haryana.
Phone: (+91) 124 4396000
E-mail: corporateaffairs@dlf.in

Level 4

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: <https://scores.sebi.gov.in>.

In this regard, the detailed circular issued by SEBI including the process flow of complaint redressal through SCORES can be accessed at the following weblink:

https://www.sebi.gov.in/web/?file=https://www.sebi.gov.in/sebi_data/attachdocs/sep-2023/1695456916964.pdf#page=5&zoom=100,-7,571

Level 5

SEBI vide its Master circular number **SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated 28.12.2023** has provided for the establishment of a common Online Dispute Resolution (ODR) Portal for resolution of disputes arising in the Indian Securities Market.

This circular provides option to the investors to initiate dispute resolution after exhausting the available mechanisms viz. engaging with the Company/ intermediary for resolution of their complaints/ grievances and after availing the redressal platform on SCORES by SEBI.

This common Online Dispute Resolution Portal will harness online conciliation and online arbitration for resolution of disputes.

The investors are requested to avail the facility through the following weblink:

<https://smartodr.in/login>

The detailed circular issued by SEBI in this regard can be accessed at the following weblink:

https://www.sebi.gov.in/web/?file=https://www.sebi.gov.in/sebi_data/attachdocs/dec-2023/1703763993735.pdf#page=1&zoom=page-width,-16,842