

## **ESCALATION MATRIX FOR INVESTORS GRIEVANCES**

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

### **Level 1**

<b>KFin Technologies Limited</b>	<b>Company Executive</b>
<b>Mr. Rajkumar Kale</b> Associate Vice-President Corporate Registry	<b>Mr. Sandeep Datta</b> 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 <sup>th</sup> Floor, DLF Gateway Tower R- Block, DLF City Phase – III Gurugram – 122002 Haryana.
E-mail: <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a>	Phone: (+91) 124 4396000
Toll Free No.1-800-309-4001	Email: <a href="mailto:investor-relations@dlf.in">investor-relations@dlf.in</a>

### **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.

<b>Mr. Amit Kumar Sinha</b> Assistant General Manager- Company Secretarial
Address: 8 <sup>th</sup> Floor, DLF Gateway Tower R- Block, DLF City Phase – III Gurugram – 122002 Haryana.
Phone: (+91) 124 4396000
Email: <a href="mailto:sinha-amit@dlf.in">sinha-amit@dlf.in</a>

### **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.

<b>Mr. R.P. Punjani</b> Company Secretary
Address: 8 <sup>th</sup> Floor, DLF Gateway Tower R- Block, DLF City Phase – III Gurugram – 122002 Haryana.
Phone: (+91) 124 4396000
Email: <a href="mailto:corporateaffairs@dlf.in">corporateaffairs@dlf.in</a>

### **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.gov.in/scores/Welcome.html>

## Level 5

SEBI vide its Master circular number **SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145 dated 31.07.2023 (updated as on 04.08.2023)** 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 web-link:

[https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)