



NOCIL LIMITED

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**Quality Management Service-  
Investor Servicing Policy**

V. J. D. P.



NOCIL LIMITED

## Quality Management Service-Investor Servicing Policy

NOCIL Limited ( NOCIL ) is committed to providing high-quality service to the Company's Public Shareholders / Investors demonstrating commitment to meeting Investor needs and ensuring compliance with the applicable regulatory requirements through well-defined processes across all aspects of investor servicing activities. NOCIL is also committed to effectively address and redress the grievances of the investors in a timely manner and to promote and build prompt Investor Grievance Redressal mechanism. NOCIL's investor servicing Policy also conforms to its impeccable commitment to *Sustainability* as one of its strongest pillars strengthened by adherence to the best governance practices including compliance with the applicable Statutes/Laws of the land in letter and spirit. As per the NOCIL 's *Vision & Values* Statement the Company strives to be a Global leader and the best choice for the stakeholders ( including Investors and other stakeholders) .

NOCIL is committed to achieve these objectives through continual improvement in its systems by providing necessary resources for further improving the skills & competence of the employees through consultative and participative. Our Investor servicing processes are designed to identify, minimise and contain potential compliance risks ( as applicable to investor servicing processes) which could arise due to deviations or omissions on our part or on part of our Registrar and Share Transfer Agent (RTA).

The Company has taken adequate steps to keep the Investor servicing team duly trained and updated so as to meet the challenges arising from view point of investor servicing and exercise control over the functioning of the RTA.