

### **Investor Grievance Redressal Mechanism**

Investors can seek clarification for their queries and are further entitled to make a complaint by writing an email to Mr. Piyush Thakkar, CEO at [compliant@gasl.com](mailto:compliant@gasl.com). The Company shall endeavour to redress the investor complaint(s) within 21 calendar days of the date of receipt of complaint.

If the Investor is not satisfied, they may escalate the same through SCORES Portal (<https://scores.gov.in/scores/Welcome.html>). SCORES may be accessed through SCORES mobile application by downloading from below-mentioned link. For any queries/feedback or assistance, you may also contact SCORES toll-free helpline service number (1800 266 7575 or 1800 22 7575) which is available all days from 9:00 a.m. to 6:00 p.m. (excluding declared holidays).

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

<https://apps.apple.com/in/app/sebiscotes/id1493257302>

If the Investor is still not satisfied with the outcome, they can initiate dispute resolution by harnessing online conciliation and/or online arbitration through ODR portal [SMARTODR](#).

Alternatively, the investor can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company was not satisfactorily resolved or at any stage of the subsequent escalations mentioned above (prior to or at the end of such escalation/s).

More details about online conciliation and/or online arbitration through ODR portal can be found at [click here](#)