



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

**Dear Investors/Concerned,**

In case of any grievance/complaint against ICRA ESG Ratings Limited (*formerly known as Pragati Development Consulting Services Limited*), please contact the Compliance Officer at:

**Mr. Ravi Singh**

Compliance Officer/Grievance Redressal Officer  
ICRA ESG Ratings Limited  
Building No. 8, 2nd Floor,  
Tower A, DLF Cyber City, Phase II,  
Gurgaon - 122 002  
Email id: [compliance-esg@icraindia.com](mailto:compliance-esg@icraindia.com)  
Phone No.: Board line – +91 124 4545 819

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

**Mr. L. Shivakumar**

Chief Executive Officer  
Email id: [ceo.esgratings@icraindia.com](mailto:ceo.esgratings@icraindia.com)  
Phone No.: Boardline – +91 22 6169 3300

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

**ONLINE DISPUTE RESOLUTION MECHANISM**

SEBI vide its Master Circular No. SEBI/HO/OIAE/OIAE\_IAD-3/P/CIR/2023/195 dated July 31, 2023 (updated as of December 20, 2023) prescribed a mechanism for online resolution of disputes in the Indian Securities Market which harnesses online conciliation and online arbitration for the resolution of disputes. A copy of the SEBI's Master Circular for online resolution of disputes is available on the SEBI's website at [link](#).

**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> for the resolution of a dispute arising between you and the Company in accordance with the SEBI Master Circular.**