

The Company has established a structured and robust Investor Grievance Redressal Mechanism to ensure timely, transparent, and effective resolution of investor complaints. All grievances received from investors are promptly addressed by the Registrar and Share Transfer Agent (RTA) in close coordination with the Company. Following are the details / escalation matrix of the Investor Grievance Redressal Mechanism:

A. Lodge the complaint directly with Company/RTA

Investors may lodge their requests/complaints directly with the Company or with its RTA at the following contact details:

a) Registrar and Share Transfer Agent (RTA)

M/s. Bigshare Services Private Limited
Unit: Bharat Heavy Electricals Limited
Office No. S6-2, 6th Floor, Pinnacle Business Park,
Next to Ahura Centre, Mahakali Caves Road,
Andheri (East), Mumbai – 400093

Email: investor@bigshareonline.com

Customer Care No.: 022-62638200

Investor Query Portal: <https://www.bigshareonline.com/InvestorLogin.aspx>

iConnect Portal: <https://iconnect.bigshareonline.com/Account/Login>

Website: <https://www.bigshareonline.com>

b) Company Secretary

Nishi Dhrumit Shah

Company Secretary & Compliance Officer

501 & 601, Sahitya Business Park, Nr. Sahjanand Business Park, S.P. Ring Road, Nikol, Ahmedabad-382350 Gujarat

Email ID: investors@kakaprofile.com

Contact: +91 80004 46524

B. Lodge the complaint with SEBI SCORES portal

BHEL, being a listed entity, is registered on the SEBI Complaints Redress System (SCORES) portal. In case the requests/complaints are not resolved by the Company or the RTA, within the prescribed timelines, the shareholders may lodge their complaints on the SCORES Portal at <https://scores.sebi.gov.in/>.

C. File dispute on SMART ODR portal

The SMART Online Dispute Resolution (SMART ODR) Portal has been established to provide investors with an efficient online dispute resolution mechanism. Shareholders may approach the SMART ODR Portal at <https://smartodr.in/login> as an escalation mechanism after exhausting remedies through direct complaint filing with the Company/RTA and the SCORES platform.

Monitoring and Disclosures

The Board-level Stakeholders' Relationship Committee of the Company, inter alia, periodically reviews the status and resolution of grievances of security holders. Further, the status of investor grievances and their resolution is regularly disclosed to the stock exchanges and also forms part of the disclosures in the Annual Report of the Company.