Shareholder Relations and Grievance Redressal Policy

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Introduction

Tata Consultancy Services Limited ("Company") is an IT services, consulting, and business solutions organisation that has been partnering with many of the world's largest businesses in their transformation journeys for over five decades. The Company is listed on the National Stock Exchange of India Limited (NSE) and BSE Limited (BSE). Being a part of Tata Group, the Company endeavours to adopt the best practices and has a strong legacy of fair, transparent, and ethical corporate governance, which has earned it a reputation for trust and integrity. These practices have been the Company's hallmark inherited from the Tata culture and ethos.

With this objective, the Company has formulated this Shareholder Relations and Grievance Redressal Policy to provide a structured framework for handling shareholder queries and redressal of grievances in a time-bound manner.

The Company has appointed MUFG Intime India Private Limited (*formerly known as Link Intime India Private Limited*) as the Registrar and Share Transfer Agent ("RTA") to resolve all queries/complaints of the shareholders.

The Board of Directors has appointed the Company Secretary to act as a Compliance Officer of the Company under Regulation 6 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015. Accordingly, the Company Secretary is responsible for ensuring prompt and effective services to shareholders.

Objective

The principal objectives of this policy are as follows:

- Establish a robust, transparent, and efficient grievance redressal mechanism for timely resolution of shareholder concerns.
- Safeguard the rights and interests of shareholders, ensuring fair and equitable treatment at all times.
- Ensure compliance with applicable legal and regulatory requirements with respect to shareholder grievances.
- Identify root causes of grievances and implement corrective measures to prevent recurrence.

Mechanism for addressing shareholder communication

Shareholders may submit their queries, requests relating to matters such as dividends, duplicate issue of share certificates, transfer/transmission of securities, IEPF claims, annual reports and other concerns either to the Company/RTA through emails, letters, calls, etc. or through statutory bodies. These communications are then categorised as queries, requests or complaints in line with the Company's internal framework. In case of any ambiguity regarding the classification, it shall be resolved by the Compliance Officer, whose decision shall be final and conclusive.

RTA is principally responsible for managing the share-related concerns of the Company. Communications received by the Company that require action by the RTA shall be forwarded for processing and resolution.

The entire process is closely monitored by the Company and the report pertaining to the status and resolution is obtained from the RTA periodically.

If the shareholder request remains unresolved within the stipulated turnaround time after submission of all relevant documents, the matter may be escalated in accordance with the Escalation Matrix as provided in **Annexure A**.

A report on complaints received, resolved, and pending for resolution is placed before the Stakeholders' Relationship Committee ("SRC") at its every meeting for oversight and review.

Shareholder service requests and timeline for processing

- Shareholders can raise their service requests by providing their name, contact details, Folio No./ DP ID-Client ID, nature of request, complete particulars along with supporting documents, through any of the following modes:

Mode	Details
Written request	Duly signed by the shareholder (wet ink signature, except in transmission cases) and to be submitted at: **MUFG Intime India Private Limited** (formerly Link Intime India Private Limited), Unit: Tata Consultancy Services Limited, C-101, 247, L.B.S. Marg, Vikhroli (West), Mumbai – 400083. Tel: +91 810811 8484
Email/Online	An email from shareholder's registered email address at **Investor.helpdesk@in.mpms.mufg.com** or raise a service request at MUFG Intime India Private Limited

- Upon receipt of complete information, the RTA will address the request/grievance within the stipulated timeline. Incomplete or partially filled form(s) with supporting documents will be returned unprocessed to the shareholder along with RTA observations for correction.

- The processing time of queries/communication, upon receipt of all necessary documents, are as below:

Sr. No.	Category	Timeline
A. Complaint redressal		
Redressal of shareholder grievances		Within 21 days
B. Service request/correspondence		
1.	Annual report	Within 7 days
2.	Statement as section 197(12)	Within 7 days
3.	Revalidation of dividend warrant/demand drafts/non-receipt of dividend/TDS certificates/exemption forms	Within 15 days
4.	Request for duplicate share certificates/transfer/transmission	Within 30 days
5.	IEPF 5 claim/procedures	Within 30 days
6.	Request for dematerialisation/rematerialisation	Within 15 days
7.	**Registration of/updation of/change in details***	
	Name	Within 30 days
	Signature	Within 30 days
	PAN	Within 15 days
	Nomination	Within 30 days
	Bank account details	Within 15 days
	Contact details • Postal address with PIN • Email • Mobile number	Within 15 days
C. Miscellaneous communication		
Intimation regarding distribution of corporate benefits (dividend, bonus, stock split, etc.)		
a. Email communication		Within 15 days
b. Physical correspondence		Within 30 days
D. Request for information		
Providing responses to enquiries and requests for information from the shareholders:		
• Email communication		Within 15 days
• Physical correspondence		Within 30 days

**For securities held in dematerialised mode, the shareholders are required to submit the requisite details with their respective depository participants*

It is expressly clarified that the above timelines shall not apply to requests involving folios with stop remarks arising out of litigation or any such similar matter. Such requests shall be actioned only after submission of a Court Order and/or satisfactory documentation for removal of the stop remark. The decision of the Compliance Officer in this regard shall be final and binding.

A set of FAQs has been made available on the Company's website (TCS IR FAQs) as well as on the website of the RTA (https://web.in.mpms.mufg.com/faq.html) for the benefit of Shareholders.

Effective date

This policy shall come into effect from the date of approval by the Stakeholders' Relationship Committee.
Approved by the Stakeholders' Relationship Committee (SRC) on July 22, 2026.

Policy review

The Company Secretary may review the policy from time to time. Material changes to the Policy will be placed for ratification of the SRC at its subsequent meeting. Further, if any amendment, clarification, circular, or other directive issued by the relevant statutory authority is inconsistent with this Policy, such amendment, clarification, circular, or directive shall prevail and this Policy shall be deemed to have been amended accordingly from its effective date.

Annexure A

Escalation matrix for shareholder grievance

Primary Contact		
Registrar and Share Transfer Agent	MUFG Intime India Private Limited (formerly known as Link Intime India Private Limited) Unit: Tata Consultancy Services Limited C 101, 247, L.B.S. Marg, Vikhroli (West), Mumbai - 400 083 Tel.: +91 810811 8484 Email: Investor.helpdesk@in.mpms.mufg.com or raise service request here. Website: https://in.mpms.mufg.com/	
1st Level Escalation		
Shareholder Service Department	Shareholder Service Department *(Other Concerns)* Tata Consultancy Services Limited 9th Floor, Nirmal Building, Nariman Point, Mumbai 400021 Tel: +91 22 6778 9595 Email: Investor.relations@tcs.com Website: www.tcs.com **Deputy Nodal Officers** *(IEPF Concerns)*	
	Ms. Veena Nair Veena.nair3@tcs.com	**Ms. Vidya M** Vidya1.m@tcs.com
	Tata Consultancy Services Limited 9th Floor, Nirmal Building, Nariman Point, Mumbai 400021 Tel: +91 22 6778 9595	
2nd Level Escalation		
Company Secretary and Nodal Officer	**Mr. Yashaswin Sheth** Tata Consultancy Services Limited 9th Floor, Nirmal Building, Nariman Point, Mumbai 400021 Tel: +91 22 6778 9595 Email: yn.sheth@tcs.com	
3rd Level Escalation		
Stock Exchanges	NSE - Click here BSE - Click here	
SEBI Complaints Redressal System (SCORES 2.0 Portal)	Click here to access	
4th Level Escalation		
Online Dispute Resolution (ODR) Platform	Click here to access	

About Tata Consultancy Services (TCS)

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce spread across 55 countries and 202 service delivery centers across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 14 of the world's most prestigious marathons and endurance events, including the TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment.

TCS generated consolidated revenues of over US$30 billion in the fiscal year ended March 31, 2026.

For more information, visit www.tcs.com

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