

CHARTER OF STAKEHOLDERS RELATIONSHIP COMMITTEE OF THE BOARD

The Jana Small Finance Bank Limited has in place the Stakeholders Relationship Committee in accordance with the provisions of Sec 178 other applicable provisions, if any, of the Companies Act, 2013, and Regulation 20 and other applicable provisions, if any, of the SEBI Listing Regulations, each as amended, and the listing agreements to be entered into between the Bank and the respective stock exchanges on which its equity shares of the Bank are proposed to be listed, and any other applicable law for the time being in force. The Chairman of the Committee shall be an Independent Director.

The Chairman of the Committee should report to the Board, and as appropriate, make recommendations to the Board after each Committee meeting, if any.

Composition: Committee to consist with three or more directors, out of which at least one director shall be an independent director. The Chairperson of the Committee shall be present at the annual general meetings to answer queries of the security holders. The appointment and removal of the members of the Committee shall be as per the provisions of Companies Act, 2013 and the Rules made thereunder.

Secretary: The Company Secretary of the Bank shall act as the Secretary to the Committee. Minutes of the meetings shall be recorded and maintained by the Company Secretary and shall be presented to the Committee for approval at its subsequent meeting.

Meetings and Quorum: The Committee shall meet as and when required and the quorum necessary for the transaction of business will be two members.

Terms of reference of the Stakeholders Relationship Committee shall include the following:

- a. To resolve the grievances of the security holders of the Bank including complaints related to transfer/ transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/ duplicate certificates, general meetings etc. and assisting with quarterly reporting of such complaints.
- b. To review of measures taken for effective exercise of voting rights by shareholders.
- c. To review of adherence to the service standards adopted by the Bank in respect of various services being rendered by the Registrar & Share Transfer Agent.
- d. To review of the various measures and initiatives taken by the Bank for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants/ annual reports/ statutory notices by the shareholders of the Bank.
- e. Formulation of procedures in line with the statutory guidelines to ensure speedy disposal of various requests received from shareholders from time to time;
- f. To redress of shareholders' and investors' complaints/ grievances such as transfer of shares, non-receipt of balance sheet, non-receipt of declared dividend etc.
- g. To approve, register, refuse to register transfer or transmission of shares and other securities;
- h. To sub-divide, consolidate and or replace any share or other securities certificate(s) of the Bank;
- i. Allotment and listing of shares, approval of transfer or transmission of shares, debentures or any other securities;
- j. To authorise affixation of common seal of the Bank;
- k. To issue duplicate share or other security(ies) certificate(s) in lieu of the original share/ security(ies) certificate(s) of the Bank after split/ consolidation/ rematerialization and

in Replacement of those which are defaced, mutilated, torn or old, decrepit, worn out or where the pages on reverse for recording transfers have been utilized;

- l. To approve the transmission of shares or other securities arising as a result of death of the sole/ any joint shareholder;
- m. To dematerialize or rematerialize the issued shares;
- n. To Ensure proper and timely attendance and redressal of investor queries and grievances;
- o. To carry out any other functions contained in the SEBI Listing Regulations, Companies Act, 2013 and/ or equity listing agreements (if applicable), as and when amended from time to time; and
- p. To further delegate all or any of the power to any other employee(s), officer(s), representative(s), consultant(s), professional(s), or agent(s).