



## **IMPORTANT COMMUNICATION TO SHAREHOLDERS**

### **Subject: Awareness on Online Resolution of Disputes through SEBI's ODR Portal**

Dear Shareholder,

We wish to inform you that the Securities and Exchange Board of India (SEBI) has introduced a streamlined mechanism for **online resolution of disputes in the Indian securities market** through a dedicated **Online Dispute Resolution (ODR) Portal**.

As per the SEBI Master Circular on *Online Resolution of Disputes in the Indian Securities Market* (updated December 28, 2023), shareholders can now resolve service-related grievances—such as issues relating to demat, transfer of shares, non-receipt/delay of documents, or any other unresolved matters—through **time-bound online conciliation and arbitration**.

Before initiating the dispute on the ODR Portal, shareholders are required to first register their grievance with the Company and, if unresolved, escalate the same through the SEBI SCORES platform. If the issue still remains unaddressed, the matter may be taken up on the ODR Portal for further resolution.

The ODR Portal is accessible at: <https://smartodr.in>

This initiative aims to enhance investor protection by ensuring transparent, efficient, and technology-enabled dispute resolution.

Shareholders are advised to take note of the above for effective and streamlined resolution of any securities market-related disputes.

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