

Introduction of Online Dispute Resolution (ODR) Portal by SEBI

Dear Member,

The Securities Exchange Board of India (“**SEBI**”) vide its circular dated July 31, 2023 (ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) has introduced a common Online Dispute Resolution Portal (“**ODRP**”) to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. The said circular was further amended by SEBI on August 4, 2023 (vide corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135).

The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

Level 1 - Raise concern with Link Intime India Private Limited [Registrar and Transfer Agent (“RTA”)] / Company:

Members shall initially lodge their grievances/ disputes/ complaints against the Company directly with RTA/ Company.

Members may lodge the same by sending an email to vadodara@linkintime.co.in / investors@paushak.com or by sending physical correspondence at Link Intime India Private Limited, Unit - Paushak Limited, “Geetakunj” 1, Bhakti Nagar Society, Behind ABS Tower, Old Padra Road, Vadodara – 390 015, Gujarat.

Level 2 - SEBI Complaints Redress Systems (“SCORES”):

The grievances/ disputes/ complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SEBI Complaints Redress System (“SCORES”) platform which can be accessed at <https://scores.gov.in/scores/Welcome.html>

FAQs on the process to be followed for registration / lodging complaints / disputes on SCORES, is available at <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

Level 3 - ODR Platform:

After exhausting all the afore-mentioned options for resolution of the grievance, if the member is still not satisfied with the outcome, then Member can initiate dispute resolution through the ODR Portal, notified by SEBI. The link of the same is <https://smartodr.in/login>

❖ **Important Notes:**

- i. This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal without having to go through SCORES Portal (i.e. From Level 1 to Level 3), if the grievance lodged with the Company is not resolved satisfactorily.
- ii. It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint/ dispute is not pending before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law.
- iii. There is no fee for registration of complaints/ disputes on the ODR Portal. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned Member/ Company/ its RTA (as the case may be).

The aforesaid SEBI circular / corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> and on the website of the Company at <https://www.paushak.com/>.

This is for your kind information.