

## ONLINE DISPUTE RESOLUTION

- Securities and Exchange Board of India ("SEBI") vide its Circular No. SEBI/HO/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 as subsequently amended vide Circular No. SEBI/HO/OIAE\_IAD-1/P/CIR/2023/135 dated August 4, 2023 (collectively referred as "SEBI Circular") has introduced on-line Resolution of Disputes mechanism in the Indian Securities Market streamlining the existing dispute resolution mechanism by establishing a common On-line Dispute Resolution Portal ("ODR Portal") which harnesses on-line Conciliation and on-line Arbitration for resolution of disputes arising in the Indian Securities Market.
- The link to the SEBI master circular : [https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)
- All disputes between Investors/Clients and listed companies (including their Registrar and Share Transfer Agents) or any of the specified intermediaries / regulated entities in securities market arising out of latter's activities in the securities market, will be resolved in accordance with this SEBI Circular.
- A common On-line ODR Portal, called the SMART ODR has been established for this purpose, the link to access the portal : <https://smartodr.in/login>
- Level 1 - A shareholder shall first take up his/her/their grievance with the Company / RTA by lodging a complaint directly to the Company / RTA. Shareholders may lodge the same by sending an email to [investor@ushamartin.co.in](mailto:investor@ushamartin.co.in) or by sending physical correspondence at: Company Secretary, Usha Martin Limited, 2A Shakespeare Sarani, Kolkata – 700 071.
- Level 2 - Disputes / complaints remaining unresolved at Level 1 may then be raised through SEBI Complaints Redress System ("SCORES") which can be accessed at <https://scores.gov.in/scores/Welcome.html>. FAQs on the process to be followed for registration / lodging complaints / disputes is available at <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>
- Level 3 - An investor can initiate online dispute resolution through the ODR portal, within the applicable time frame under law, after the option to resolve complaint / dispute with the listed entity through the routes available at Level 1 and Level 2 are exhausted.
  - a. The modalities and operational guidelines of the ODRP including timelines for review/resolution of complaints filed through the portal, manner of proceedings to be conducted by the ODR institutions, roles and responsibilities of Market Infrastructure Intermediaries, Code of conduct for Conciliators and Arbitrators etc. are prescribed in the above referred SEBI Circulars.
  - b. 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.
  - c. There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/other market participant as the case may be.
  - d. For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent or the Company at [investor@ushamartin.co.in](mailto:investor@ushamartin.co.in) / Company Secretary, Usha Martin Limited, 2A Shakespeare Sarani, Kolkata – 700 071.