

### **Dispute Resolution Process**

All shareholders are requested to take note of the below mentioned procedure:

1. Upon receipt of the “Complaint” through SCORES, Listed Company/ Registrars and Share Transfer shall resolve the complaint within 21 calendar days and submit Action taken Report (ATR) vide SCORES. The submitted ATR will be automatically routed to the complainant.
2. In case complainant is not satisfied with the resolution, the said complaint will be escalated to the Exchange, for review. Such escalated complaints are required to be addressed by the Exchange within 10 calendar days.
3. Subsequent to the first review by the Exchange, if the investor still remains dissatisfied with the resolution, they can escalate the complaint for a second review to SEBI.
4. In case of nonadherence to the prescribed timelines by the Listed Company/ Municipal Debt Securities/Registrars and Share Transfer or the Designated Body as the case may be, the complaint will be auto escalated to the next level.
5. At any stage, Investor will have an option to refer the complaint to ODR (Online Dispute Resolution). Once the Complaint has been referred to ODR, the same shall be treated as disposed of in SCORES 2.0.