

## Online Dispute Resolution Portal (ODR Portal)

SEBI vide Master Circular No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, read with a Corrigendum No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 dated August 4, 2023, and further a Master Circular No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145 dated August 11, 2023, has introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

### **Level 1 - Raise grievances/complaints/disputes directly with Link Intime India Private Limited [Registrar and Transfer Agent (“RTA”)] or the Company**

Initially, all grievances/disputes/complaints against the Company are required to be directly lodged with the RTA or the Company.

Members may lodge the same by sending an email to

- Company Secretary at [secretarial@birlasoft.com](mailto:secretarial@birlasoft.com)
- RTA at [pune@linkintime.co.in](mailto:pune@linkintime.co.in)

or by sending physical correspondence at:

Link Intime India Private Limited  
Address: Block No. 202, Akshay Complex,  
off Dhole Patil Road, Near Ganesh Temple,  
Pune - 411001.  
Phone: +91-20-26161629.

### **Level 2 - Raise grievances/complaints/disputes on the SEBI SCORES platform**

Grievances/disputes/complaints which are not resolved at Level 1, or if the Member is not satisfied with the resolution provided by the RTA/Company, then a complaint may be raised on SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in>.

### **Level 3 - Raise grievances/complaints/disputes on the ODR Portal**

In case the Member is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process may be initiated through the ODR portal at <https://smartodr.in> within the applicable timeframe under law.

### **Notes**

- a) This is to clarify that the Member(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.

#### **Birlasoft Limited**

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- 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 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 investor/Company/RTA (as the case may be).
- d) Investors may also refer to the modalities and operational guidelines of the ODR portal including timelines for review/resolution of complaints filed through the portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of market infrastructure intermediaries, code of conduct for conciliators and arbitrators etc. as provided in the SEBI Circulars referred above.

The aforesaid SEBI master circular can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company at <https://www.birlasoft.com/company/investors/policies-reports-filings#Shareholders-info>.

'Securities Market Approach for Resolution Through ODR' (SMART ODR Portal) is available for Members on <https://smartodr.in/login>.

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