



# ANUPAM RASAYAN INDIA LTD.

## PROCESS FLOW OF COMPLAINT REDRESSAL MECHANISM

The Securities and Exchange Board of India (SEBI) vide Circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023 and Master Circular no. SEBI/HO/OIAE/OIAE\_IAD-3/P/CIR/2023/195 updated as on December 20, 2023, has provided 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:

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

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

Shareholders may lodge the same by sending an email to [rnt.helpdesk@linkintime.co.in](mailto:rnt.helpdesk@linkintime.co.in) or to [investors@anupamrasayan.com](mailto:investors@anupamrasayan.com) or by sending physical correspondence at:

Link Intime India Private Limited  
Unit: Anupam Rasayan India Limited  
C-101, Embassy 247, L.B.S. Marg,  
Vikhroli (West), Mumbai-400083,  
Maharashtra, India

### **2. Level 2 - SEBI SCORES 2.0:**

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

### **3. Level 3 - ODR Platform:**

In case the shareholder 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.

#### **Registered Office:**

Office Nos. 1101 to 1107, 11<sup>th</sup> Floor, Icon Rio,  
Behind Icon Business Centre, Dumas Road,  
Surat-395007, Gujarat, India.

Tel. : +91-261-2398991-95

Fax : +91-261-2398996

E-mail : [office@anupamrasayan.com](mailto:office@anupamrasayan.com)

Website : [www.anupamrasayan.com](http://www.anupamrasayan.com)

CIN - L24231GJ2003PLC042988



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## 4. Important Notes:

- a) 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.
- 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/ listed entity/ its RTA (as the case may be).

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.anupamrasayan.com/online-dispute-resolution/>

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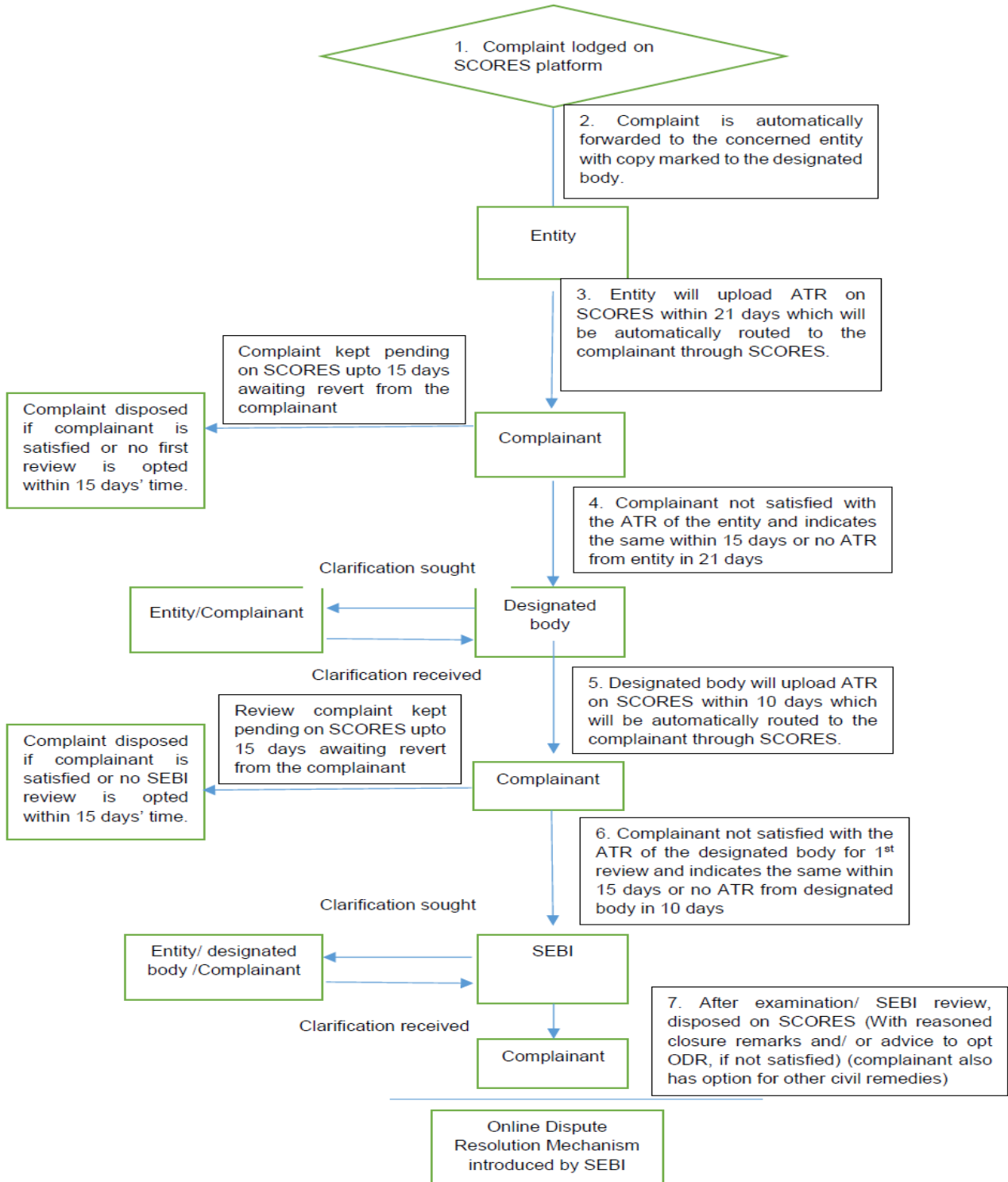
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