

**SIGNATUREGLOBAL (INDIA) LIMITED**

CIN: L70100DL2000PLC104787

**Regd. Off :** 13<sup>TH</sup> FLOOR DR. GOPAL DAS BHAWAN, 28 BARAKHAMBA ROAD, CONNAUGHT PLACE, NEW DELHI- 110001 Phone: 011-49281700

**Corp. Off. :** UNIT NO.101,GROUND FLOOR, TOWER-A, SIGNATURE TOWER, SOUTH CITY-1 GURUGRAM HR- 122001Phone: 0124-4398011

**E-mail:** investors@signatureglobal.in, Website: [www.signatureglobal.in](http://www.signatureglobal.in)

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**Sub: Introduction of Online Dispute Resolution Mechanism for Members of the Company**

Dear Member (s),

SEBI vide Circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, as amended from time to time, 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:

**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 clicking on the link [https://liiplweb.linkintime.co.in/rnthelpdesk/Service\\_Request.html](https://liiplweb.linkintime.co.in/rnthelpdesk/Service_Request.html) or by sending physical correspondence at:

Link Intime India Private Limited Unit: Signatureglobal (India) Limited C-101, 247 Park, L B S Marg, Vikhroli (West). Mumbai-400083, Maharashtra Ph: +91 22 4918 6200	Company Secretary Signatureglobal (India) Limited Address:Unit No.101, Ground Floor, Tower-A, Signature Tower South City-1, Gurugram, Haryana 122 001, India Ph: +91 124 4398 011
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**2. Level 2 – RAISE WITH SEBI SCORES:**

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.gov.in/scores/Welcome.html>

**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 within the applicable timeframe under law. The ODR platform can be accessed at <http://smartodr.in>.

#### **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).
- d) The modalities of the ODR Portal along with the relevant operational guidelines and instructions may be specified by the SEBI from time to time.

The aforesaid SEBI circulars can be accessed on the website of SEBI at <https://www.sebi.gov.in/>

For any query or further assistance, the investors may contact with Company's RTA at [https://liiplweb.linkintime.co.in/rnthelpdesk/Service\\_Request.html](https://liiplweb.linkintime.co.in/rnthelpdesk/Service_Request.html) or the Company at [investors@signatureglobal.in](mailto:investors@signatureglobal.in)

Yours faithfully,

**FOR SIGNATUREGLOBAL (INDIA) LIMITED**  
*(Formerly known as Signatureglobal (India) Private Limited)*

**M R Bothra**  
**Sr. Vice President Corporate Affairs**  
**& Company Secretary**