To
All Listed Companies (through the Stock Exchanges)
All Registered Registrar to an Issue and Share Transfer Agents (RTAs)

Kind Attn.: Compliance Officer(s)

Sir / Madam,

Generating awareness on availability of Dispute Resolution Mechanism at Stock Exchanges against Listed Companies / Registrar to an Issue and Share Transfer Agents (RTAs)

1. It has been decided to enhance the awareness of investors about the availability of arbitration facility at Stock Exchange for their dispute, if any, against listed companies / RTAs.

2. Accordingly, all listed companies are hereby advised to issue the following intimation, either by e-mails or by SMSes to all investors, who hold shares in physical form.

“If you have any dispute against a listed company and or its Registrar and Share Transfer Agent (RTA) on delay or default in processing your request, as per SEBI circular dated 30.05.2022, you can file for arbitration with Stock Exchange.

For more details, please see the web links of the stock exchanges -
BSE - http://tiny.cc/m1l2vz
NSE - http://tiny.cc/s1l2vz”

3. In this regard, listed companies shall coordinate with their RTAs and shall arrange to issue the aforesaid message, latest by February 20, 2023

4. RTAs shall submit an action taken report to SEBI in the following format by email to ja_ho@sebi.gov.in, latest by February 27, 2023.

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Client Name</th>
<th>No. of Folios of physical shares</th>
<th>Number of Folios where e-mail address or mobile number is available</th>
<th>No. of Message sent (either by E-mail or by SMS)</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Listed Company 1</td>
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Note: Where both e-mail address and mobile number are available in the folio, then the message may be sent in to any one of these modes. Messages, if sent through both email and SMS to the same holder, it shall be counted as one (1) only.
5. Additionally, Listed Companies and RTAs are welcome to spread the cited investor protection message through digital modes available at their disposal, including, website, mobile application, social media handle(s) etc.

For any queries / clarification in this regard you may contact us at ia_ho@sebi.gov.in or 022 2644 9964 or 022 4045 9964.

Yours sincerely,

(S. Manjesh Roy)
General Manager
Investor Awareness Division -2

Copy to:

Chief Regulatory Officer, BSE Ltd. for circulating this letter to its Listed Companies for their compliance.

Chief Regulatory Officer, National Stock Exchange of India Ltd. for circulating this letter to its Listed Companies for their compliance.