



To,
Dear Shareholders of
M/s. Kotyark Industries Limited

Sub.: Introduction of Online Dispute Resolution (ODR) Portal by SEBI for members of the Company

The Securities Exchange Board of India (“SEBI”) vide its circular dated July 31,2023 has introduced a common Online Dispute Resolution Portal (“ODRP”) to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. The ODRP provides members with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service related complaints between members and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular.

In order to make members aware about the ODR mechanism, the process is given below

Level -1 Lodging of grievances/ complaints/ disputes directly with the Company or its Registrar and share transfer agent (“RTA”)

Shareholder(s) may raise any grievance/ complaint/ dispute against the Company directly with the Company or its RTA, in the following manner –

RTA	Company
Manager - Corporate Registry, M/s. KFin Technologies Limited, Selenium, Tower- B, Plot No 31-32, Gachibowli, Financial district, Nanakramguda, Hyderabad – 500032.	Company Secretary M/s. Kotyark Industries Limited, A/2, Shree Ganesh Nagar Housing Society, Near Ramakaka Temple Road, Chhani, Vadodara - 391740, Gujarat.
Phone number: +91-40-67162222 Email id: einward.ris@kfintech.com Website: www.kfintech.com	Phone number: +91-9510976156 Email ID: info@kotyark.com Website: www.kotyark.com

Level -2 SEBI SCORES Platform

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

Level-3 ODR Portal

In case the shareholder(s) is not satisfied with the resolution provided at Level 1 or Level 2, then the online dispute resolution process may be initiated through the ODR Portal within the applicable timeframe as prescribed under law. The link to the ODR Portal is <https://smartodr.in/login> and the same can also be accessed through our website under listing tab of investor relations



Important notes with respect to ODR portal are as under:

- 1) *This is to clarify that the shareholder(s) may directly initiate dispute resolution through the ODR portal without having to go through SCORES portal, if the grievance lodged with the Company is not resolved satisfactorily.*
- 2) *It may be noted that the dispute resolution through the ODR portal can only be initiated if such complaint / dispute is not pending under Level 1 or Level 2 or before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law.*
- 3) *There is no fee for registration of complaints / disputes on the ODR portal. However, the process of conciliation / arbitration through ODR portal may attract a fee and the same shall be borne by the concerned shareholder / listed entity / its RTA (as the case may be)*

Yours Faithfully,
Kotyark Industries Limited

Sd/-

Bhavesh Nagar
Company Secretary
ACS: 62546

Below is the SEBI link of circular

i.	SEBI Circular dated July 31, 2023 on Online Resolution of disputes in Securities Market (ODR): https://www.sebi.gov.in/legal/circulars/jul-2023/online-resolution-of-disputes-in-the-indian-securities-market_74794.html
ii.	SEBI Circular dated August 04, 2023 on Corrigendum cum Amendment to SEBI Circular dated July 31, 2023: https://www.sebi.gov.in/legal/circulars/aug-2023/corrigendum-cum-amendment-to-circular-dated-july-31-2023-on-online-resolution-of-disputes-in-the-indian-securities-market_74976.html
iii.	SEBI Circular dated September 20, 2023 on Redressal of investor grievances through the SEBI Complaint Redressal (SCORES) Platform and linking it to Online Dispute Resolution platform: https://www.sebi.gov.in/legal/circulars/sep-2023/redressal-of-investor-grievances-through-the-sebi-complaint-redressal-scores-platform-and-linking-it-to-online-dispute-resolution-platform_77159.html
