

## ODR Mechanism

Dear Shareholder(s),

SEBI vide circular no. SEBI/ HO/ OIAE/OIAE\_IAD-1/ P/ CIR/ 2023/ 131 on July 31, 2023 has introduced Online Dispute Resolution (ODR) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. It has been mandated to enhance Investor Awareness on the ODR mechanism by displaying the briefs on the websites of the companies. In order to comply with the same, a brief overview of the process is provided herebelow :

1. In case, the company is not resolving your complaint, grievances or there is any dispute, please raise your complaint to the Registrar and Share Transfer Agent (RTA) of the Company by sending email or sending physical copy of the complaint, grievance or details of dispute to RTA , who in our case is

M/s Alankit Assignments Limited  
Corporate Office  
4E/2 Jhandewalan Extension  
New Delhi-110 055, Delhi  
Phone: 011-42541234 / 23541234  
Email address :

2. SCORES : Subsequent to that, if your Grievances/ disputes/ complaints which are not resolved at Para 1 above, 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") by accessing the same at <https://www.scores.gov.in>.
3. ODR Mechanism : In case the Shareholder is not satisfied with the resolution provided at Para 1 or 2 above, then the shareholder may address its Complaint, Grievance or Dispute through Online Dispute Resolution process through the ODR Portal at <https://smartodr.in/login> within the applicable timeframe.

---

Please note :

Shareholder(s) may initiate dispute resolution through the ODR Portal without having to go through SCORES Portal, if the grievance lodged with the Company is not resolved

Further the Shareholders may please note 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 laws.

Shareholders may also note that 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 SEBI circular(s) relating to the ODR can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company at [ODR Mechanism.pdf](#). / SEBI Master Circular AND [2023 08 11 Master Circular 1691751968746 Corregendum ODR.pdf](#). /SEBI [Amednment 2023 12 20 1703148621867 ODR.pdf](#).

The link to ODR Platform for investors can be accessed at <http://smartodr.in/login>

For any queries on the ODR matter, investors may contact the Company's Registrar and Share Transfer Agent M/s Alankit Assignments Limited at the above address or at company's mail at [shareholders@ranasugars.com](mailto:shareholders@ranasugars.com).

Thanks and Regards  
(Company Secretary)  
Rana Sugars Limited