

30th November, 2023

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Mumbai – 400 001
Scrip Code – 506655
Scrip Code NCDs - 974058

National Stock Exchange of India Limited
Exchange Plaza, C - 1, Block - G,
Bandra Kurla Complex,
Bandra (East), Mumbai – 400 051
Scrip Symbol - SUDARSCHEM

Dear Sir / Madam,

Sub: Disclosure with respect to Online Dispute Resolution Mechanism

Pursuant to Regulation 30 and 51 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI Listing Regulations, 2015”) and Circular Nos. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated 31st July, 2023, and SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated 4th August, 2023, issued by The Securities and Exchange Board of India (“SEBI”), please find enclosed a specimen of the email sent to Shareholders today i.e. on Thursday, 30th November, 2023, informing about “Introduction to the Online Dispute Resolution (“ODR”) Mechanism” to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market.

The above information is also available on the website of the Company.

Kindly take the same on record.

Thanking You,
Yours Faithfully,
For SUDARSHAN CHEMICAL INDUSTRIES LIMITED

MANDAR VELANKAR
GENERAL COUNSEL AND COMPANY SECRETARY

Encl: As above

Sudarshan Chemical Industries Limited

Registered Office:

7th Floor, Eleven West Panchshil, Survey No. 25,
Near PAN Card Club Road, Baner, Pune – 411 069,
Maharashtra, India

Tel. No.: +91 20 682 81 200

Email: contact@sudarshan.com

www.sudarshan.com

Corporate Identity No.: L24119PN1951PLC008409

SUDARSHAN

Sudarshan Chemical Industries Limited

CIN: L24119PN1951PLC008409

Registered Office and Global Head Office: 7th Floor, Eleven West Panchshil, Survey No. 25, Near PAN Card Club Road, Baner, Pune – 411 069, Maharashtra, India

E-mail: shares@sudarshan.com; **Website:** www.sudarshan.com

Telephone: +91 (20) 6828 1200

Dear Shareholders,

The Securities and Exchange Board of India (“SEBI”) vide its Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on 31st July, 2023 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 said Circular was further amended by SEBI on 4th August, 2023 (vide corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135).

A process to raise a complaint / dispute under the investor grievance redressal mechanism (including through the ODR Portal) is, as below:

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 pune@linkintime.co.in or shares@sudarshan.com or by sending physical correspondence to RTA at **Link Intime India Private Limited, Unit: Sudarshan Chemical Industries Limited, “Akshay Complex” Block No. 202, 2nd Floor, Off Dhole Patil Road, Near Ganesh Temple, Pune- 411 001, Maharashtra**

2. Level 2 – SEBI SCORES:

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

FAQs on the process to be followed for registration / lodging complaints / disputes, is available at <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

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 by accessing link <https://smartodr.in/login>

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 or Level 2), 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) For any queries on the above matter, investors may contact the Company's RTA - **Link Intime India Private Limited, Unit: Sudarshan Chemical Industries Limited, “Akshay Complex” Block No. 202, 2nd Floor, Off Dhole Patil Road, Near Ganesh Temple, Pune- 411 001, Maharashtra.**

Warm Regards,

Sd/-

Mandar Velankar

General Counsel and Company Secretary

Sudarshan Chemical Industries Limited