



Birla Corporation Limited

Corporate Office:

1, Shakespeare Sarani,
A.C. Market (2nd Floor), Kolkata 700 071

P: 033 6603 3300-02

F: +91 332288 4426

E: Coordinator@birlacorp.com

13th October, 2023

Corporate Relationship Department
BSE Limited
1st Floor, New Trading Ring,
Rotunda Building,
P.J. Towers, Dalal Street, Fort,
Mumbai- 400 001
Scrip Code: 500335

Manager
Listing Department
National Stock Exchange of India Limited
'Exchange Plaza', C-1, Block G,
Bandra-Kurla Complex, Bandra (East),
Mumbai- 400 051
Scrip Code: BIRLACORPN

Dear Sir(s),

Sub: Intimation to investors on Online Resolution of Disputes in the Indian Securities Market

Pursuant to Regulation 30 the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed a copy of the communication sent to the investors of the Company in compliance to SEBI Circular(s) dated 31st July, 2023 and 4th August, 2023, creating awareness on the availability of a common Online Dispute Resolution (ODR) Portal for redressing their grievances.

The communication was sent to the investors on 13th October, 2023 at 5.12 p.m.

This is for your information and record.

Thanking you,

Yours faithfully,
For **BIRLA CORPORATION LIMITED**

(MANOJ KUMAR MEHTA)
Company Secretary & Legal Head

Encl: As above



BIRLA CORPORATION LIMITED

CIN: L01132WB1919PLC003334

Birla Building, 9/1, R.N. Mukherjee Road, Kolkata – 700 001

Ph: 033-66166729/6737, Fax:033-22487988/2872

E – mail: investorsgrievance@birlacorp.com

Website: www.birlacorporation.com

13th October, 2023

Dear Investor(s),

Sub: Awareness on availability of Online Dispute Resolution (ODR) Mechanism for resolution of Complaints/Disputes

To enhance the awareness of investors of Birla Corporation Limited (the 'Company') about the availability of the Online Dispute Resolution Mechanism, the investors are requested to take note that pursuant to SEBI Circulars dated 31st July, 2023 and 4th August, 2023, a common Online Dispute Resolution (ODR) Portal has been introduced to provide investors with a mechanism to redress their grievances. The ODR Portal allows investors with additional mechanism to resolve their grievances arising in the Indian Securities Market against the Company and MCS Share Transfer Agent Limited, Registrar and Share Transfer Agent (RTA) through online Conciliation and online Arbitration process.

Investors can initiate the dispute resolution process in the following manner:

- Firstly, an investor may initiate his/her/their grievance redressal process with the Company/RTA.
- In case the investor is not satisfied with the resolution provided by the Company/RTA, the investor may register his/her/their grievance/complaint on the SEBI Complaints Redress Systems (SCORES) platform at www.scores.gov.in.
- After exhausting these options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>.
- Alternatively, the investor can initiate dispute resolution through the ODR Portal if the grievance lodged with the concerned Market Participant was not satisfactorily resolved or at any stage of the subsequent escalations mentioned above (prior to or at the end of such escalation/s).
- The link to the ODR Portal is also available on the Company's website at <https://birlacorporation.com/> (Path: Home → Investors → Smart ODR Portal)

Investors may note that there shall be no fees for registration of a complaint/dispute on the ODR portal against the Company/RTA. However, fees for initiation of Conciliation or Arbitration process shall be borne in terms of the aforesaid SEBI Circulars.

Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars dated 31st July, 2023 and 4th August, 2023 and available on the website of the Company at <https://birlacorporation.com/investors/downloads/Master-Circular-for-Online-Dispute-Resolution.pdf>

For any queries on the above matter, investors may contact the Company's RTA at mcssta@rediffmail.com or the Company at investorsgrievance@birlacorp.com.

Thanking you,

Yours faithfully,

For Birla Corporation Limited

Sd/-

Manoj Kumar Mehta

Company Secretary & Legal Head