



**Communication Address:**

**Solara Active Pharma Sciences Limited**  
2nd Floor, Admin Block  
27, Vandaloor Kelambakkam Road,  
Keelakottaiyur Village, Melakottaiyur (Post)  
Chennai – 600 127, India  
Tel: +91 44 43446700  
Fax: +91 44 47406190  
E-mail: investors@solara.co.in  
www.solara.co.in

November 23, 2023

**The BSE Limited**  
Phiroze Jeejeebhoy Towers  
Dalal Street, Mumbai – 400 001

**The National Stock Exchange of India Limited**  
Exchange Plaza, Bandra-Kurla Complex  
Bandra (E), Mumbai – 400 051

**Scrip Code: 541540**

**Scrip Code: SOLARA**

Dear Sir/Madam,

**Sub: Investor awareness on Online Dispute Resolution Mechanism**

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We wish to inform you that in accordance with SEBI circular dated 31st July 2023, read with circular dated 4th August 2023, regarding establishment of a common Online Dispute Resolution Portal (ODR Portal) which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market, the Company has completed the registration on the ODR portal.

Pursuant to the abovementioned Circular, a communication on the above subject has been sent to the members of the Company on the e-mail addresses available with the Company/Depositories participant. Copy of the same is attached for records.

We request you to kindly take the above on record.

Thanking you,  
Yours faithfully,  
**For Solara Active Pharma Sciences Limited**

**S. Murali Krishna**  
**Company Secretary**

Encl.: As above.



## Solara Active Pharma Sciences Limited

CIN: L24230MH2017PLC291636

Reg. Office Address: 201, Devavrata, Sector 17, Vashi, Thane, Navi Mumbai, Maharashtra, India 400703

Tel No. 022 - 2789 2924

Communication Address: 2nd Floor, Admin Block, 27, Vandaloor Kelambakkam Road, Keelakottayur Village, Melakottaiyur (PO)

Chennai - 600127

Tel No. 044 - 47406100

Email: [investors@solara.co.in](mailto:investors@solara.co.in); Website: [www.solara.co.in](http://www.solara.co.in)

Date: 22/11/2023

Ref: FOLIO\_DP\_CL\_ID: [FOLIO]

NAME: [NAME]

Dear Member(s)

### Sub : Solara Active Pharma Sciences Limited - Introduction of Online Dispute Resolution Portal by SEBI.

Kindly note that 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.

To enhance investor awareness on the ODR mechanism, a brief overview of the process is provided for your easy reference:

#### Level 1: Raise your concerns with Registrar and Transfer Agent (RTA)/ Company

As a first step, all grievances/ disputes/ complaints against the Company are required to be directly lodged with RTA &/ or Company.

In the case of Solara, Cameo Corporate Services Limited is our RTA and Shareholders may lodge their concerns by sending an email to [investor@cameoindia.com](mailto:investor@cameoindia.com) or by sending physical correspondence at:

M/s. Cameo Corporate Services limited  
Subramanian Building, 5th Floor  
No.1, Club House Road, Chennai - 600 002  
Phone: 044 -28460390,

You can also write to the Company at [investors@solara.co.in](mailto:investors@solara.co.in)

#### Level 2: SEBI SCORES

Grievances/ disputes/ complaints which are not resolved at Level 1, 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") which can be accessed at <https://www.scores.gov.in>.

#### Level 3: ODR Platform

After exhausting options at Level 1 & Level 2, if the investor is still not satisfied, the investor can initiate online dispute resolution through the ODR portal, within the timeframe available under law. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details, please refer the SEBI Circular.

Alternatively, the investor could initiate dispute resolution through the ODR Portal if the grievance lodged with the Company / RTA was not satisfactorily resolved or at any stage of the subsequent escalations above (prior to or at the end of such escalation/s).

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.

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 link to the ODR Portal is also displayed on our website at - <https://solara.co.in/investor-relations/share-holder-communication>
- The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company at <https://solara.co.in/investor-relations/share-holder-communication>

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, Cameo Corporate Services Limited at [investor@cameoindia.com](mailto:investor@cameoindia.com) or the Company at [investors@solara.co.in](mailto:investors@solara.co.in)

Thanks and regards,

**For Solara Active Pharma Sciences Limited**

**S.Murali Krishna**  
**Company Secretary**