

Date: 24th November 2023

To, The Manager - Listing Department, The National Stock Exchange of India Ltd Exchange Plaza, 5th floor, Plot no. C/1, "G" Block, Bandra-Kurla Complex, Mumbai-400051 Symbol: APCOTEXIND	To, Manager - Department of Corporate Services BSE Limited Jeejeebhoy Towers, Dalal Street, Fort, Mumbai - 400 001 Security Code: 523694
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Dear Sir/Madam,

Subject: Intimation of Communication sent to the Shareholders on awareness of availability of Online Dispute Resolution (ODR) Mechanism.

The communication on intimation of Online Dispute Resolution Portal (ODRP) by SEBI for the members of the Company is enclosed.

The aforesaid communication has been displayed on our website at www.apcotex.com

This is for your information and records.

Thanking you,

For Apcotex Industries Limited

Jeevan Mondkar
Company Secretary & Head - Legal

REGISTERED OFFICE

49-53, 3rd Floor, Mahavir Centre
Sector-17, Vashi, Navi Mumbai 400703
Maharashtra, India
T: + 91 22 2777 0800

CORPORATE OFFICE

NKM International House, 178, Backbay
Reclamation, Babubhai M. Chinai Marg
Mumbai 400020, India
T: + 91 22 2283 8302/04

TALOJA FACTORY

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Taloja, Dist. Raigad 410208
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**APCOTEX INDUSTRIES LIMITED****CIN: L99999MH1986PLC039199****Regd. Office:** 49-53, 3rd Floor, Mahavir Centre, Plot No. 77, Sector-17, Vashi, Navi Mumbai-400703,
Maharashtra, India**Phone:** +91-22-2777-0800, **E-mail:** info@apcotex.com**Investor Grievance Id:** redressal@apcotex.com; **Website:** www.apcotex.comDate: 23rd November 2023

Dear Shareholder,

Subject: Awareness about Online Resolution of Disputes in the Indian Securities Market through Online Dispute Resolution ('ODR') Portal.

We bring to your notice the SEBI Circulars on Online Resolution of Disputes – Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 and SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 04, 2023 about expanding the scope of the existing dispute resolution mechanism in Indian Securities Market by establishing a common Online Dispute Resolution (ODR) Mechanism which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

The ODR Portal allows investors with an additional mechanism to resolve the grievances in the following manner:

Level 1: Raise with Link Intime India Pvt. Ltd., Registrar and Share Transfer Agent (RTA)/Apcotex Industries Limited

Firstly, all the grievances/ complaints/ disputes against the Company will be directly lodged by sending email to the Company at: redressal@apcotex.com or by accessing the link for the RTA: https://web.linkintime.co.in/RNTHelpDesk/Service_Request.html or may also send their correspondence at below address:

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Link Intime India Pvt. Ltd.
Address: C 101, Embassy 247, L.B.S. Marg,
Vikhroli (West), Mumbai - 400083.
Phone No.: (0) 810 811 6767

Level 2: SCORES Portal

In case the grievances/ complaints/ disputes are not resolved in level 1 or if the Shareholder is not satisfied with the resolution provided by the Company/ RTA, then the shareholder may register his/ her grievances/ complaints/ disputes on the SCORES Portal at <https://www.scores.gov.in>. FAQs on the process to be followed for registration / lodging complaints / disputes, is available at the weblink <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

Level 3: ODR Portal

In case the Shareholder is not satisfied with the resolution provided in level 2, then the online resolution can be availed by lodging the grievances/ complaints/ disputes through the ODR portal within the time frame under law at <https://smartodr.in/login>. The link is hosted on the website of the Company at www.apcotex.com.

IMPORTANT NOTES:

- This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal only, if the grievance lodged against the Company/RTA on SCORES Portal (i.e., Level 1 and Level 2), is not resolved satisfactorily.
- 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-arbitral under Indian law.
- Investor/Shareholders may note that there shall be no fees for Registration of a complaint/dispute on the ODR portal against the Company/RTA or any intermediaries. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor/ Company/ its RTA (as the case may be).
- 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 referred above.
- The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in> or on the RTA's website: <https://web.linkintime.co.in/client-downloads.html> or on the Company's website: <https://apcotex.com/uploads/documents//NDE1OTEx-23-11-23.pdf>

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For any further queries, you may contact the company at redressal@apcotex.com or Company's Registrar & Share Transfer Agent at [https://web.linkintime.co.in/RNTHelpDesk/Service Request.html](https://web.linkintime.co.in/RNTHelpDesk/ServiceRequest.html)

KYC updation:

Shareholders are also advised to submit their PAN, Nomination details, contact details, Bank A/c details and Specimen signature to the RTA/depositary participant/Company, as applicable, at the earliest, if not submitted earlier. The detailed Circular can be accessed at <https://apcotex.com/investor-kyc>

This is for your kind information. Assuring you of our best services.

For Apcotex Industries Limited

Sd/-

Jeevan Mondkar
Company Secretary & Head – Legal
ACS: 22565

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