

Ref: HIL/SE/2023-24/91

January 11, 2024

To
BSE Limited
P.J.Towers, Dalal Street
Mumbai – 400 001

To
National Stock Exchange of India Limited
5th Floor, Exchange Plaza, Bandra (E),
Mumbai – 400 051

Scrip Code: 509675
Through: BSE Listing Centre

Scrip Symbol: HIL
Through: NEAPS

Sub: Intimation to investors on Online Dispute Resolution Mechanism (ODR)

Ref: Regulation 30 of SEBI LODR Regulations, 2015

This is to inform that the enclosed letter has been circulated to all the shareholders on January 11, 2024 through an email creating awareness with regard to Online Dispute Resolution Mechanism (ODR) facility (<https://smartodr.in/login>) introduced by the SEBI vide its Circulars dated July 31, 2023 as amended on August 11, 2023 and December 28, 2023.

This intimation is being made available on the website of the Company www.hil.in

Yours faithfully,
For HIL Limited

Nidhi Bisaria
Company Secretary & Compliance Officer
Membership No. F5634



HIL LIMITED

CIN: L74999TG1955PLC000656

Regd. Office: Office 1 & 2, L7 Floor, SLN Terminus, Near Botanical Garden, Gachibowli
Hyderabad – 500032 Telangana, India | Ph. No.: +91 40 68249000

Email : cs@hil.in Website : www.hil.in

Date: 11-01-2024

Dear Shareholder,

We would like to bring to the attention of the shareholders of HIL Limited (“**the Company**”) and educate about the recent circulars issued by Securities and Exchange Board of India (“**SEBI**”) on the below mentioned subjects and request you to take note of its contents.

I. ONLINE DISPUTE RESOLUTION MECHANISM

The SEBI vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 as amended by corrigendum cum amendment vide circular no. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/135 dated August 4, 2023 and further by a master circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/195 dated December 28, 2023 has introduced a common Online Dispute Resolution (“ODR”) mechanism which harnesses online conciliation and online arbitration to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The ODR Portal establish due connectivity with the SEBI SCORES portal / SEBI Intermediary portal and allows investors with additional mechanism to resolve the grievances. Any unresolved issues pertaining to any service-related complaints between investors and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular in the following manner:

1. Level 1 – Raise the grievance with Venture Capital and Corporate Investments Pvt. Ltd, Registrar and Transfer Agent (“RTA”)/ Company:

Initially, all grievances/ disputes/ complaints against the Company / RTA are required to be directly lodged with the Company/ RTA.

- a. **Where the dispute is with the RTA** - Shareholders may lodge the same by sending an email to investor.relations@vccipl.com or by sending physical correspondence at: **Venture Capital and Corporate Investments Pvt. Ltd**, “AURUM”, 4th & 5th Floors, Plot No.57, Jayabheri Enclave Phase – II, Gachibowli, Hyderabad – 500032, Tel: 040 – 23818475/76 ; **or**
- b. **Where the dispute is with the Company** - Shareholders may lodge the same by sending an email to cs@hil.in or by sending physical correspondence at: Office 1 & 2, L7 Floor, SLN Terminus, Near Botanical Garden, Gachibowli, Hyderabad - 500032, Telangana, India; Ph. No.: +91 40 68249000.

2. Level 2 – SEBI Complaints Redress Systems (“SCORES Portal”).

In accordance with the SCORES guidelines and in accordance with the process laid out therein, grievances/ disputes/ complaints which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided at Level 1, then a complaint may be escalated on SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in>.

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, which can be accessed at <https://smartodr.in/login> and the same can also be accessed through Company’s website at <https://hil.in/investor-relations/sebi-circulars/>

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 to Level 3), 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 in consideration under Level 1 or Level 2 above or 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 and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/RTA as the case may be.
- d. Investors may also refer link to access the ODR Portal as well as to the modalities of the ODR portal and operational guidelines and instructions including timelines for registration / review / resolution of complaints / disputes 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 and on the website of the Company.

II. EXTENSION OF TIMELINE FOR NOMINATION IN ELIGIBLE DEMAT ACCOUNT

SEBI vide circular ref. no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/193 dated December 27, 2023 has extended the timeline for submission of ‘choice of nomination’ with respect to the demat accounts and submission of PAN, Nomination, Contact details, Bank A/c details and Specimen signature for their corresponding folio numbers with respect to Physical securities, to June 30, 2024. Further, following services can be availed by the security holder(s) only upon furnishing the complete documents / details as mentioned above :

- Lodging grievance or avail any service request from the RTA; and
- Payment including dividend, interest or redemption, in respect of such folios, only through electronic mode with effect from April 01, 2024.

The aforementioned SEBI circulars can be accessed on the website of SEBI at https://www.sebi.gov.in/legal/circulars/dec-2023/extension-of-timelines-for-providing-choice-of-nomination-in-eligible-demat-accounts-and-mutual-fund-folios_80221.html or on the Company's website at <https://hil.in/investor-relations/sebi-circulars/>

For any queries on the above matters, please contact the Registrar and Share Transfer Agent, at investor.relations@vccipl.com or the Company at cs@hil.in

Assuring you of our best cooperation at all times.

For **HIL Limited**

Sd/-

Nidhi Bisaria

Company Secretary & Compliance Officer