



HFCL Limited

8, Commercial Complex, Masjid Moth, Greater Kailash - II,
New Delhi - 110048, India

Tel : (+91 11) 3520 9400, 3520 9500 Fax : (+91 11) 3520 9525

Web : www.hfcl.com

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HFCL/SEC/23-24

November 30, 2023

The BSE Ltd. 1 st Floor, New Trading Wing, Rotunda Building Phiroze Jeejeebhoy Towers, Dalal Street, Fort Mumbai - 400001 corp.relations@bseindia.com Security Code No.: 500183	The National Stock Exchange of India Ltd. Exchange Plaza, 5 th Floor, C - 1, Block G Bandra - Kurla Complex, Bandra (E) Mumbai - 400051 cmlist@nse.co.in Security Code No.: HFCL
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Subject: Intimation to Investors on availability of Online Dispute Resolution (ODR) Mechanism

Dear Sir(s)/ Madam,

In terms of SEBI 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, please find attached a copy of the communication for our investors, on introduction of a common Online Dispute Resolution ("ODR") mechanism by SEBI to facilitate online resolution of disputes.

The said communication is also uploaded on the Company's website at <https://www.hfcl.com>.

We request to take the above information on your records and disseminate the same on your respective websites.

Yours faithfully,

For HFCL Limited

(Manoj Baid)

President & Company Secretary



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Dear Shareholders,

**Subject: Introduction of Online Dispute Resolution (ODR) Portal by SEBI for members of the
Company**

We would like to bring your attention to a recent circular issued by the Securities and Exchange Board of India (SEBI) and urge you to take note of its contents.

SEBI has issued a circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 and 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 vide its circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 on August 04, 2023.

The ODR Portal provides members with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service-related complaints between members and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circulars.

The Matrix to raise a compliant / dispute under the investor grievance redressal mechanism (including through the ODR web portal) is, as below:

Level 1 – Raise with the listed entity / its Registrar and Transfer Agent:

Initially, all complaints / disputes against the issuer company (*i.e., listed entity issuing securities*) are required to be directly lodged with the listed entity / its Registrar and Transfer Agent (“RTA”).

Shareholders of HFCL Limited (“Company”) may lodge the same by e-mail on: investor@hfcl.com or by sending physical correspondence at HFCL Limited, 8, Commercial Complex, Masjid Moth, Greater Kailash- II, New Delhi – 110048

OR

to the Company's RTA at admin@mcsregistrars.com or by sending physical correspondence at MCS Share Transfer Agent Limited, F-65, 1st Floor, Okhla Industrial Area, Phase-I, New Delhi – 110 020.

Level 2 – SEBI Complaints Redress Systems (SCORES):

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



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

Level 3 – ODR Platform:

- An investor can initiate online dispute resolution through the ODR portal, within the applicable timeframe under law, after the option to resolve complaint / dispute with the listed entity through the routes available at Level 1 and Level 2 are exhausted.
- In case the shareholder is not satisfied with the resolution provided at Level 1 or 2, then also the online dispute resolution process may be initiated through the ODR portal within the applicable timeframe under law.
- 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.
- The platform is live for registration of complaints/disputes by investors from September 16, 2023. The link of the ODR portal is <https://smartodr.in/login>.
- 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 aforesaid SEBI circulars can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the company's website at https://www.hfcl.com/wp-content/uploads/2023/10/SEBI_ODR_Circular_31072023.pdf and https://www.hfcl.com/wp-content/uploads/2023/10/SEBI_ODR_Corrigendum_04082023.pdf.

This is for your information.

For HFCL Limited

(Manoj Baid)

President & Company Secretary