



RHI MAGNESITA

**RHI MAGNESITA INDIA LTD
(Formerly Orient Refractories Ltd.)**

301, 316-17, Tower B, EMAAR Digital Greens
Golf Course Extension Road, Sector 61,
Gurugram, Haryana-122011, INDIA
T +91 124 4062930
E corporate.india@rhimagnesita.com
www.rhimagnesitaindia.com

12 October 2023

**To
Department of Corporate Services
Bombay Stock Exchange Ltd.
Phiroze Jeejeebhoy Towers
Dalal Street, Mumbai-400001**

**Department of Corporate Services
National Stock Exchange of India Ltd.
Exchange Plaza, Sandra Kurla Complex
Sandra (East), Mumbai**

STOCK CODE: 534076

STOCK CODE: RHIM

Dear Sir(s),

Sub: update on Intimation to shareholders

In compliance to the SEBI vide its circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 (**'SEBI Circular'**) relating to common Online Dispute Resolution ("**ODR**") mechanism, please be informed that RHI Magnesita India Limited (**'RHIM India/ Company'**) has availed the services of National Securities Depository Limited (**'NSDL'**) for sending the e-Notices to shareholders of the Company.

In light of the above, on 11 October 2023, NSDL has sent the e-Notice to all the shareholders of the Company.

Kindly take the above information on your records and oblige.

Thanking you,

Yours faithfully

For RHI Magnesita India Limited

**Sanjay Kumar
Company Secretary
(Membership No. 17021)**

Encl.: As above



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E-NOTICE

Dear Shareholders,

We, RHI Magnesita India Limited (herein after known as '**RHIM India/ Company**') wish to inform you that the SEBI vide its circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 ('**SEBI Circular**') has introduced a common Online Dispute Resolution ("**ODR**") mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

Level 1- Raise with Skyline Financial Services Private Limited, Registrar and Transfer Agent ("RTA**")/ Company:**

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

Shareholders may lodge the same by sending an email to admin@skylinerta.com or grievances@skylinerta.com or by sending physical correspondence along with necessary supporting documents at RTA office situated at D-153 A, 1st Floor, Okhla Industrial Area, Phase – I, New Delhi-110020.

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:

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.

Important Notes:

- 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.
- 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 aforesaid SEBI Circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the www.rhimagnesitaindia.com.

For **RHI Magnesita India Limited**

Sd/-

Sanjay Kumar

Company Secretary

(Membership Number: A17021)