

जय भगवान शर्मा  
कार्यपालक निदेशक  
(विधी एवं कंपनी सचिव)

**Jai Bhagwan Sharma**  
Executive Director  
(Legal & Company Secretary)

राष्ट्रीय केमिकल्स एण्ड  
फर्टिलाइजर्स लिमिटेड  
(भारत सरकार का उपक्रम)  
साथ बढ़ें समृद्धि की ओर

“प्रियदर्शिनी”,  
ईस्टर्न एक्सप्रेस हाइवे,  
सायन, मुंबई-400 022.



**Rashtriya Chemicals and  
Fertilizers Limited**

(A Government of India Undertaking)  
*Let us grow together*

“Priyadarshini”,  
Eastern Express Highway,  
Sion, Mumbai - 400 022.

**CIN - L24110MH1978GOI020185**

दूरधनी/Tel.:(Off.): (022) 2404 5024 • ई-मेल/E-mail : jbsharma@rcfltd.com • वेबसाइट/Website : www.rcfltd.com

**RCF/CS/Stock Exchanges /2024**

**January 10, 2024**

The Corporate Relations Department <b>BSE Limited</b> Department of Corporate Services Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001	The Listing Department <b>National Stock Exchange of India Limited</b> Exchange Plaza, 5th Floor, Plot No.C/1, G Block, Bandra Kurla Complex, Bandra(East), Mumbai- 400 051
<b>Script Code: 524230/959872/973742</b>	<b>Script Code: RCF EQ</b> <b>ISIN : INE027A07012/INE027A08010</b>

Dear Sir/ Madam,

**Sub: E-mail Communication to members of Rashtriya Chemicals and Fertilizers Limited with regard to Introduction of Online Dispute Resolution Portal (ODRP) for members of the Company.**

Please find enclosed herewith communication with regard to Introduction of Online Dispute Resolution Portal (ODRP) for the members of the Company. This communication was sent to the members of the Company on January 9, 2024 on the e-mail addresses available with the Company/Depositories participant.

This is for your kind information and record.

Yours faithfully,  
**For Rashtriya Chemicals and Fertilizers Limited**

**J.B. Sharma**  
Executive Director  
Legal and Company Secretary

Encl: a.la.



## RASHTRIYA CHEMICALS AND FERTILIZERS LIMITED

CIN: L24110MH1978GOI020185

Regd. Office: "Priyadarshini", Eastern Express Highway, Sion, Mumbai - 400 022.

Phone: 022 – 24045024

Email Id: [investorcommunications@rcfltd.com](mailto:investorcommunications@rcfltd.com); Website: [www.rcfltd.com](http://www.rcfltd.com)

Date: January 09, 2024

### Sub: Rashtriya Chemicals and Fertilizers Limited - Introduction of Online Dispute Resolution Portal by SEBI

Dear Shareholder,

SEBI vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 on July 31, 2023 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:

#### 1. Level 1 – Raise with Link Intime India 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 the email request through [https://web.linkintime.co.in/RNTHelpDesk/Service\\_Request.html](https://web.linkintime.co.in/RNTHelpDesk/Service_Request.html) or [investorcommunications@rcfltd.com](mailto:investorcommunications@rcfltd.com) or by sending physical correspondence at:

Link Intime India Private Limited  
Unit: Rashtriya Chemicals and Fertilizers Limited  
C-101, 247 Park, L B S Marg, Vikhroli (West).  
Mumbai-400083, Maharashtra`

#### 2. 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>.

### **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. The ODR platform can be accessed at <http://smartodr.in>.

### **4. 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 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. 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 website of the Company, <https://www.rcfltd.com/investor/advance/investor-contact/odr-portal-1>

You are also requested to update the email id with the RTA for the shares held in physical form and to your respected Depository Participant for the shares held in Demat form.

Thanking you,

Yours faithfully,

For **Rashtriya Chemicals and Fertilizers Limited**

**(J. B. Sharma)**

**Executive Director (Legal & Company Secretary)**

**Membership No.: FCS5030**

**Note: This is system generated Email. Please do not reply to this Email.**