



OIL AND NATURAL GAS CORPORATION LIMITED

COMPANY SECRETARIAT

ONGC/CS/SE/2023-24

15.12.2023

National Stock Exchange of India Ltd.

Listing Department
Exchange Plaza
Bandra-Kurla Complex
Bandra (E)
Mumbai – 400 051

BSE Limited

Corporate Relationship Department
Phiroze Jeejeebhoy Towers
Dalal Street, Fort
Mumbai – 400 001

Symbol-**ONGC**; Series - **EQ**

Security Code No. – **500312**

Sub: Intimation to members on availability of Online Dispute Resolution (ODR) Mechanism

Madam/ Sir,

Pursuant to the Circulars issued by Securities and Exchange Board of India (SEBI) on the captioned subject, please find attached the copy of communication sent to our members w.r.t. Introduction of Online Dispute Resolution (ODR) Portal.

The above communication is also available on the website of the Company at the link:
<https://ongcindia.com/web/eng/odr-portal-for-investors>.

This is for your kind reference and record.

Thanking you,

Yours faithfully,

For Oil and Natural Gas Corporation Ltd

(Rajni Kant)
Company Secretary & Compliance Officer



Introduction of Online Dispute Resolution Portal by SEBI

1 message

<ongc@alankit.com>
To: xxxxxxx@gmail.com

Thu, 14 Dec 2023 at 11:01 pm



OIL AND NATURAL GAS CORPORATION LIMITED

Registered Office: Plot No. 5A- 5B, Nelson Mandela Road, Vasant Kunj, New Delhi, 110070

CIN: L74899DL1993GOI054155

Phone: 011-26754073/4085 Email: secretariat@ongc.co.in

Dear Member,

Subject: Introduction of Online Dispute Resolution Portal by SEBI

Securities and Exchange Board of India ("SEBI") has introduced a common Online Dispute Resolution ("ODR") Portal to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. ODR Portal can be accessed/ approached by the Member for dispute resolution within the applicable Law of Limitation for any unresolved issues pertaining to service related complaints between members and listed entity including its Registrar & Share Transfer Agents which are not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

Members are advised to follow the below mentioned process for resolution of their disputes:

Step 1 – Lodging complaint /grievance/ dispute with the Registrar & Share Transfer Agent (RTA)/ Company:

Members are advised to first lodge their complaint/ grievance/ dispute directly with the Company or the RTA, their contact details are mentioned below:

Company	Registrar & Share Transfer Agent
Mr. Shashi Bhushan Singh	Mr. Jagdeep Kumar Singla
Deputy Company Secretary	Deputy General Manager
Oil and Natural Gas Corporation Limited	Alankit Assignments Limited
Plot No. 5A- 5B Nelson Mandela Road, Vasant Kunj, New Delhi -110070	Alankit House, 4E/2 Jhandewalan Extension, New Delhi – 110055
Phone: 011-26754092	Contact No : 7290071335
Email ID: secretariat@ongc.co.in	Email : rta@alankit.com
Website: https://ongcindia.com/	Website: https://www.alankit.com/

Step 2 – SEBI Complaints Redress Systems ("SCORES") Platform:

If the complaint/ grievance/ dispute is not resolved at Step 1 or if the member is not satisfied with the resolution provided by the Company/ RTA, a complaint/ grievance/ dispute may be raised on SCORES platform of SEBI

which is accessible at <https://www.scores.gov.in>.

Step 3 – ODR Platform:

If the complaint/ grievance/ dispute remains unresolved as per the timelines prescribed for the SCORES Portal, the member may escalate the same through the ODR portal at <https://smartodr.in/login>.

The Master Circular for Online Dispute Resolution issued by SEBI has been uploaded on the website of the Company and can be accessed at <https://ongcindia.com/web/eng/odr-portal-for-investors> .

This is for your information, please.

For Oil and Natural Gas Corporation Limited

Sd/-

(Rajni Kant)

Company Secretary & Compliance Officer

FCS No. 4291