

Birla Building (2nd Floor),  
9/1, R. N. Mukherjee Road,  
Kolkata - 700 001, India

Tel: +91-33-40823700/22200600

e-mail: xprocal@xproindia.com

December 15, 2023

National Stock Exchange of India Ltd.  
"Exchange Plaza",  
Bandra-Kurla Complex,  
Bandra (E),  
Mumbai 400 051

BSE Limited  
Corporate Relationship Department  
1st Floor, New Trading Ring  
Rotunda Building, P J Towers  
Dalal Street, Fort, Mumbai 400 001

Stock Symbol: XPROINDIA(EQ)

Stock Code No. 590013

Dear Sir / Madam,

**Ref: Intimation to shareholders on Online Dispute Resolution (ODR) mechanism**

**Sub: Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI circular dated July 31, 2023 as amended by corrigendum - ref. no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 dated August 4, 2023 ("SEBI Circulars"), please find attached a copy of the communication sent to our shareholders, informing about the Online Dispute Resolution mechanism by the SEBI to facilitate online resolution of disputes.

The SEBI Circulars as well as the aforesaid information are also being placed on the website of the Company at [www.xproindia.com](http://www.xproindia.com).

You are requested to kindly take the same on record.

Thanking you,

Yours faithfully,

**For Xpro India Limited**

Kamal Kishor Sewoda  
Company Secretary

## XPRO INDIA LIMITED

[CIN: L25209WB1997PLC085972]

Regd Office: Barjora-Mejia Road, P.O. Ghutgoria, Tehsil : Barjora, Distt : Bankura - 722 202, West Bengal  
e-mail: cosec@xproindia.com ; website: www.xproindia.com ; Tel: +91-9775301701

December 15, 2023

Dear Shareholder,

Ref: Folio / DP Id & Client Id No: [ ● ]

Name of the Member: [ ● ]

The Securities and Exchange Board of India (“SEBI”) vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 on July 31, 2023 as amended by corrigendum - ref. no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 on August 4, 2023 (“SEBI circulars”) 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 new mechanism to raise a complaint/dispute under the investor grievance redressal mechanism (including through the ODR web portal) is, as below:

### 1. Level 1 - Raise with 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 with the-

- (i) RTA by sending an email at [mcssta@rediffmail.com](mailto:mcssta@rediffmail.com) or by sending physical correspondence at

M/s. MCS Share Transfer Agent Limited,  
Unit: Xpro India Limited  
383, Lake Gardens, 1st Floor,  
Kolkata, 700045.

Or

- (ii) The Company Secretary by sending an email at [cosec@xproindia.com](mailto:cosec@xproindia.com) or by sending physical correspondence at:

Xpro India Limited,  
“Birla Building”, 2nd Floor,  
9/1, R. N. Mukherjee Road,  
Kolkata 700 001.

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

### 3. Level 3 - ODR Platform:

The shareholder can initiate online dispute resolution through the ODR portal, within the applicable timeframe under law, after the option to resolve complaint/dispute with the Company through the routes available at Level 1 and Level 2 are exhausted. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details, please refer the SEBI Circulars.

Alternatively, the shareholder can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company /RTA was not satisfactorily resolved or at any stage of the subsequent escalations above.

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).

Thank you for your continued support and trust in Xpro India Limited. If you have any questions or require further information, please feel free to reach out to us.

Best Regards,

For **Xpro India Limited**

Kamal Kishor Sewoda  
Company Secretary

Note: This is a system-generated e-mail. Please do not reply to this e-mail.