



**KL/SEC/2023-24/51**

**Date: 15<sup>th</sup> September, 2023**

To,  
The Manager- Listing  
National Stock Exchange of India Limited,  
Exchange Plaza, Bandra Kurla Complex,  
Bandra (E), Mumbai-400 051

To,  
The Manager- Listing  
BSE Limited,  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai- 400 001

NSE Symbol: KAMDHENU

BSE Scrip Code: 532741

**Sub: Intimation to Investors on availability of Online Dispute Resolution (ODR) Mechanism at Stock Exchanges.**

Dear Sir/Ma'am,

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI Circular(s) dated July 31, 2023 and August 4, 2023, please find attached a copy of the communication for our investors, on dispute resolution through the ODR mechanism.

In Compliance with the Regulation 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the aforesaid SEBI Circulars and Communication and Link for the ODR Portal is made available on the website of the Company at [www.kamdhenulimited.com](http://www.kamdhenulimited.com).

**Path for accessing the above information of Online Dispute Resolution (ODR) Mechanism is as follows;**

***Investor Zone > Notice to Shareholders > Online Dispute Resolution.***

This is for your information and record please.

Thanking you,

Yours faithfully.

**For Kamdhenu Limited**

**Khem Chand  
Company Secretary & Compliance Officer**

Encl.: As above.



## KAMDHENU LIMITED

[CIN: L27101HR1994PLC092205]

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### **AWARENESS ON AVAILABILITY OF ONLINE DISPUTE RESOLUTION (ODR) MECHANISM AT STOCK EXCHANGES AGAINST LISTED COMPANIES AND REGISTRAR TO AN ISSUE AND SHARE TRANSFER AGENTS (RTAS)**

To enhance the awareness of investors of the Company about the availability of the Online Dispute Resolution Mechanism at Stock Exchanges, we wish to inform all the shareholders of the Company that SEBI vide its Circular dated July 31, 2023 read with SEBI Circular dated August 4, 2023 has established a common Online Dispute Resolution (ODR) Portal which harnesses online conciliation and online arbitration for resolution of any disputes arising Kamdhenu Limited (the 'Company') and KFin Technologies Limited, Registrar and Share Transfer Agent (RTA), in the Indian Securities Market.

Under this mechanism, any dispute(s) or unresolved issues of any service requests/service-related complaints between investors/shareholders and listed companies including their RTA or any other specified intermediaries/ regulated entities arising out of latter's activities in the securities market, will be resolved in accordance with the above-mentioned SEBI Circulars.

A brief overview for initiating the process of Dispute Resolution Process is as follows:

- An Investor/Shareholder may initiate his/her/their grievance redressal process with the Company through designated persons/officials who handle issues relating to complaints/grievances. Details of these designated persons/officials are displayed on our website at [www.kamdhenulimited.com](http://www.kamdhenulimited.com).  
**(Path: Investor Zone>Investor Help Desk).**
- In case the grievance/complaint is not resolved satisfactorily, an Investor/Shareholder may register his/her/their grievance/complaint on the SEBI Complaints Redress Systems (SCORES) platform in accordance with the process laid out at [www.scores.gov.in](http://www.scores.gov.in).
- Alternatively or at any stage of the subsequent escalations provided through the SCORES platform or having a non-satisfied outcome, an investor/shareholder may initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>.
- The link to the ODR Portal is also hosted on our website at [www.kamdhenulimited.com](http://www.kamdhenulimited.com)  
**(Path: Investor Zone > Notice to Shareholders > Online Dispute Resolution).**
- Investor/Shareholders may note that there shall be no fees for Registration of a complaint/dispute on the ODR portal against the Company/RTA or any intermediaries. However, fees for initiation of Conciliation or Arbitration process including applicable GST, stamp duty etc. as specified in the SEBI Circular dated July 31, 2023 shall be borne by the Company/respective market participant.

Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars dated July 31, 2023 and August 4, 2023.

The aforesaid SEBI Circulars and Link for ODR Portal is hosted on the website of the Company at [www.kamdhenulimited.com](http://www.kamdhenulimited.com) (*Path: Investor Zone > Notice to Shareholders > Online Dispute Resolution*)

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, KFin Technologies Limited at [inward.ris@kfintech.com](mailto:inward.ris@kfintech.com) or the undersigned at [cs@kamdhenulimited.com](mailto:cs@kamdhenulimited.com).

**For Kamdhenu Limited**

**Sd/-**

**Khem Chand**

**Company Secretary & Compliance Officer**