



**TTK Healthcare
LIMITED**

TTKH:SEC:SL:278:23

September 22, 2023

**BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai 400 001**

**National Stock Exchange of India Limited
Exchange Plaza
Bandra Kurla Complex, Bandra East
Mumbai 400 051**

Scrip Code: 507747

Scrip Code: TTKHLTCARE

Dear Sirs,

Re: Intimation to investors on Online Dispute Resolution (ODR) Mechanism

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI Circular dated 31st July, 2023 read with SEBI Circular dated 4th August, 2023, please find attached herewith a copy of the communication sent to our investors, on Online Resolution of Disputes through the ODR Mechanism.

The above mentioned SEBI Circulars are uploaded in the website of the Company www.ttkhealthcare.com (Path: Home > Investors > SEBI Circular – Redressal of Investor Grievances).

The link of the ODR Portal is displayed on the home page of the website of the Company www.ttkhealthcare.com (Path: Home > Smart ODR).

Kindly take the above information on record.

Thanking you

Yours faithfully
For TTK Healthcare Limited

(S KALYANARAMAN)
Wholetime Director & Secretary

Encl.: a/a



TTK HEALTHCARE LIMITED

No.6, Cathedral Road

Chennai 600 086

Phone: 044 - 28116106 | Fax: 044 - 28116387

Email: investorcare@ttkhealthcare.com

Website: www.ttkhealthcare.com | CIN: L24231TN1958PLC003647

September 22, 2023

Dear Shareholder,

Re : Intimation to Shareholders – Online Resolution of Disputes in the Indian Securities Markets through common Online Dispute Resolution Portal (ODR Portal)

This communication is in accordance with SEBI Circular dated 31st July, 2023 read with SEBI Circular dated 4th August, 2023 about expanding the scope of the existing dispute resolution mechanism in the Indian Securities Market, by establishing a common Online Dispute Resolution Portal (ODR Portal) which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

Disputes between Investors / Clients and the Listed Companies (including their Registrar and Share Transfer Agents) or any of the specified intermediaries / regulated entities in Securities Market arising out of latter's activities in the Securities Market, will be resolved in accordance with the above mentioned SEBI Circulars and by harnessing online conciliation and / or online arbitration as specified in the above mentioned SEBI Circulars.

In accordance with the above mentioned SEBI Circulars, we hereby provide in brief the process about the Online Resolution of Disputes through Online Dispute Resolution Portal:

- An Investor / Client shall first take up his / her / their grievance with the Company by lodging a complaint directly with the Company concerned to the designated E-mail IDs.

The Contact Information of the designated officials are provided in the website of the Company www.ttkhealthcare.com (Path: Home > Investors > Contact Information IGR).

- If the grievance is not redressed satisfactorily, the Investor / Client may, in accordance with SEBI Complaints Redress System (SCORES) guidelines, escalate the same through the SCORES Portal, in accordance with the process laid out therein. (www.scores.gov.in)
- After exhausting these options for resolution of the grievance, if the Investor / Client is still not satisfied with the outcome, he / she / they can initiate dispute resolution through the ODR Portal.

The link of the ODR Portal is displayed on the website of the Company www.ttkhealthcare.com (Path: Home > Smart ODR).

- Alternatively, the Investor / Client can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company concerned was not satisfactorily resolved or at any stage of the subsequent escalations (prior to or at the end of such escalations).
- The dispute resolution through the ODR Portal can be initiated when the complaint / dispute is not under consideration of the Company or SCORES guidelines as applicable or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of India Law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the Company).
- The dispute resolution through the ODR Portal can be initiated when within the applicable law of limitation (reckoned from the date when the issue arose / occurred that has resulted in the complaint / date of the last transaction or the date of disputed transaction, whichever is later).

The above mentioned SEBI Circulars are uploaded in the website of the Company www.ttkhealthcare.com (Path: Home > Investors > SEBI Circular – Redressal of Investor Grievances).

For any queries on the above matters, the Shareholders may contact the Company at investorcare@tkhealthcare.com.

Thanking you,

Yours faithfully

For TTK Healthcare Limited

(S KALYANARAMAN)

Wholetime Director & Secretary

Note: This is a computer generated letter and does not require signature.