



23rd November, 2023

National Stock Exchange of India Limited, Exchange Plaza, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051. Symbol: ADFFOODS	BSE Limited, Department of Corporate Services, Phiroze Jeejeebhoy Towers , Dalal Street, Mumbai - 400 001. Scrip Code: 519183
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Dear Sir/Madam,

Sub: Intimation pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 – Communication to Investors on Online Dispute Resolution ('ODR') Portal introduced by SEBI.

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI Circular(s) dated 31st July, 2023 and 4th August, 2023, please find enclosed herewith a copy of the communication sent to the investors on Online Dispute Resolution ('ODR') Portal introduced by SEBI.

The above mentioned SEBI Circulars along with the link to access the ODR Portal are available on the website of the Company at <https://adf-foods.com/investors/corporate/>

This is for your information and record.

Yours faithfully,
For **ADF Foods Limited**

Shalaka Ovalekar
Company Secretary

Encl: As Above



Regd Off: 83/86, G.I.D.C Industrial Estate, Nadiad - 387 001, India. Tel.: +91 268 2551381/82 Fax: +91 268 2565068
Email: nadiadfactory@adf-foods.com CIN: L15400GJ1990PLC014265
Corp. Off: Marathon Innova, B2, G01, Ground Floor, G. K. Road, Lower Parel, Mumbai 400 013. INDIA.
Tel.: +91 22 6141 5555, Fax: +91 22 6141 5577, Email: info@adf-foods.com, Web: www.adf-foods.com



ADF FOODS LIMITED

CIN: L15400GJ1990PLC014265

Registered Office: 83/86, G.I.D.C Industrial Estate, Nadiad, Gujarat – 387001, India

Corporate Office: Marathon Innova B2, G01, Ground Floor, G. K. Road, Lower Parel, Mumbai - 400013, Maharashtra, India.

Tel: +91 268 2551381/82; **Fax:** +91 268 2565068; **Web:** www.adf-foods.com;

E-mail: co_secretary@adf-foods.com

Date: 23rd November, 2023

Subject: 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 31st July, 2023 read with SEBI Circular dated 4th August, 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 are required to be directly lodged with the RTA/ the Company.

Shareholders may lodge the same by sending an email to the RTA at rnt.helpdesk@linkintime.co.in and/or to the Company at co_secretary@adf-foods.com or by sending physical correspondence at below address:

<u>Link Intime India Private Limited</u>	<u>ADF Foods Limited</u>
Unit: ADF Foods Limited C-101, 247 Park, LB S Marg, Vikhroli(West), Mumbai – 400083, Maharashtra, India. Tel: +91-22-49186000	Attn: Company Secretary Marathon Innova B2, G01, Ground Floor, G. K. Road, Lower Parel, Mumbai – 400013, Maharashtra, India. Tel: +91-22-61415555

2. Level 2 – SEBI Complaints Redressal System (“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 SCORES platform of SEBI 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>.

Important Notes:

- 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.
- 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).

The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI or on the website of the Company at the below mentioned links:

https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html

<https://adf-foods.com/investors/corporate/>.

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

Thanking You.

Yours faithfully,
For **ADF Foods Limited**
Sd/-
Shalaka Ovalekar
Company Secretary
Membership No.: A15274