



RAMA STEEL TUBES LTD.

Manufacturers & Exporters : ERW Steel Tubes (Black & Galvanised)

CIN : L27201DL1974PLC007114 | AN ISO 9001 : 2015 CO.

Regd. Office : B-5, 3rd Floor, Main Road, Ghazipur, New Delhi (India) - 110096

+ (91)-(11)-43446600

info@ramasteel.com

www.ramasteel.com

Date: October 25, 2023

To

The Manager - Listing National Stock Exchange of India Ltd Exchange Plaza, Bandra Kurla Complex Bandra (East) Mumbai - 400051 Symbol: RAMASTEEL	The Secretary Corporate Relationship Dept. BSE Limited P.J. Towers, Dalal Street, Mumbai - 400001 Scrip Code: 539309
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Sub: Intimation of Communication sent to the Shareholders through E-mail on awareness of availability of Online Dispute Resolution (ODR) Mechanism.

Dear Sir/Madam,

Pursuant to the 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 and any other circulars issued from time to time, please find enclosed a copy of the Email communication sent to the Shareholders of the Company through National Securities Depository Limited ("NSDL"), informing about process and availability of Online Dispute Resolution (ODR) Mechanism.

In Compliance with the Regulation 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the aforesaid communication, as sent to the Shareholders of the Company is also made available on the website of the Company at: <https://ramasteel.com/notice-to-shareholders.php>.

This is for your information and record.

Thanking you,

Yours faithfully,

For Rama Steel Tubes Limited




Arpit Suri

Company Secretary & Compliance Officer

Email Id: investors@ramasteel.com

Encl.: As above.



RAMA STEEL TUBES LIMITED
(CIN: L27201DL1974PLC007114)
Registered Office: B-5, 3rd Floor, Main Road, Ghazipur, New Delhi 110 096.
Tel. No.: +91-11-43446600; E-mail: investors@ramasteel.com
Website: www.ramasteel.com

**AWARENESS ON AVAILABILITY OF ONLINE DISPUTE RESOLUTION (ODR)
MECHANISM AT STOCK EXCHANGES**

Greeting from Rama Steel Tubes Limited!

We are pleased to enhance the awareness of investors of the Company about the availability of the Online Dispute Resolution Mechanism at Stock Exchanges vide SEBI Circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 read with SEBI Circular dated August 4, 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. 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.

The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

- 1. Level 1 – Raise grievances with Rama Steel Tubes Limited (the “Company”) and Bigshare Services Pvt. Ltd. [Registrar and Transfer Agent (“RTA”)]:**

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the RTA/ the Company.

Shareholders may lodge the same by sending an email to the RTA at email id: bssdelhi@bigshareonline.com and/or to the Company at investors@ramasteel.com or by sending physical correspondence at below address:



Rama Steel Tubes Limited	Bigshare Services Pvt. Ltd.
Address: B-5, 3RD Floor, Main Road, Ghazipur, New Delhi- 110096	Address: 302, Kushal Bazar, 32-33, Nehru Place, New Delhi-110019
Tel: 011-43446600	Tel: 011-23522373,

Details of the designated persons/officials are displayed on our website at www.ramasteel.com.

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>.

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. Shareholders 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 <https://ramasteel.com/notice-to-shareholders.php>.

4. Important Notes:

- a) 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.
- b) 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.
- c) 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 at <https://www.sebi.gov.in/> or on the website of the Company at <https://ramasteel.com/notice-to-shareholders.php>.

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, Bigshare Services Pvt. Ltd. at bssdelhi@bigshareonline.com or the undersigned at investors@ramasteel.com.

For Rama Steel Tubes Limited

AS

**Arpit Suri
Company Secretary**

