

# TIDE WATER OIL CO. (INDIA) LTD.

Regd. Office: Yule House | 8, Dr. Rajendra Prasad Sarani | Kolkata-700 001  
Tel: 033 7125 7700 | Fax: 033 2242 1087 | E-mail: tidecal@veedol.com | www.veedolindia.com  
CIN: L23209WB1921PLC004357  
An ISO 9001 : 2015 Company

Ref: TWO/2024/SG/0002

Date: 4<sup>th</sup> January, 2024

National Stock Exchange of India Ltd.  
Exchange Plaza,  
Plot No. C/1, Block – G,  
Bandra-Kurla Complex, Bandra (E)  
Mumbai – 400051  
Fax No. (022) 2659 8120

(Scrip ID – TIDEWATER)

BSE Limited  
(Formerly Bombay Stock Exchange Ltd.)  
Floor 25, P.J. Towers,  
Dalal Street,  
Mumbai – 400001  
Fax No. (022) 2272 1919

(Scrip Code – 590005)

Dear Sir(s),

## **Sub.: Communication in relation to Online Dispute Resolution (ODR) Mechanism**

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI Circular(s) dated 31<sup>st</sup> July, 2023, 4<sup>th</sup> August, 2023 and 20<sup>th</sup> December, 2023 please find attached a copy of the communication for our investors, on dispute resolution through the ODR mechanism.

In Compliance with Regulation 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended the aforesaid SEBI Circulars have been made available on the official website of the Company at the weblink <https://www.veedolindia.com/sebi-circulars-on-online-dispute-resolution> and the link for the ODR Portal has also been placed on the official website of the Company ([www.veedolindia.com](http://www.veedolindia.com)) at the path as under.

Investor Corner > Shareholders Information > SEBI Online Dispute Resolution Platform

This communication will also be available on the website of the Company at [www.veedolindia.com](http://www.veedolindia.com). This is for your information and records.

Thanking you,

Yours faithfully,  
For Tide Water Oil Co. (India) Ltd.

(S. Ganguli)  
Company Secretary

Encl.: As above.



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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 31<sup>st</sup> July, 2023, read with SEBI Circular dated 4<sup>th</sup> August, 2023 and further read with SEBI Circular dated 20<sup>th</sup> December, 2023 (hereinafter collectively referred to as 'the Circulars') has established a common Online Dispute Resolution (ODR) Portal which harnesses online conciliation and online arbitration for resolution of any disputes arising against Tide Water Oil Company (India) Ltd. (the 'Company') and Maheshwari Datamatics Private 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 official website at the weblink <https://www.veedolindia.com/assist-investor-grievances>.
- 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 an 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 official website at [www.veedolindia.com](http://www.veedolindia.com).  
(Path: Investor Corner > Shareholders Information > SEBI Online Dispute Resolution Platform)
- 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 Circulars shall be borne by the Company/respective market participant.



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- A 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 Indian 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 Market Participant) or is against the Government of India / President of India or a State Government / Governor of a State.
- 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 Circulars.

The aforesaid SEBI Circulars have been made available on the official website of the Company at the weblink <https://www.veedolindia.com/sebi-circulars-on-online-dispute-resolution> and the link for ODR Portal is also hosted on the official website of the Company ([www.veedolindia.com](http://www.veedolindia.com)) at the path Investor Corner > Shareholders Information > SEBI Online Dispute Resolution Platform.

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, Maheshwari Datamatics Private Limited [mdpldc@yahoo.com](mailto:mdpldc@yahoo.com) or the Company at [tidecal@veedol.com](mailto:tidecal@veedol.com).

For Tide Water Oil Co. (India) Ltd.

  
(S. Ganguli)  
Company Secretary

