

Ref: A10-SEC-BD-808/202/2023

Date: 11.12.2023

To,

Listing Compliance Department Bombay Stock Exchange Limited, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400001.	The Manager - Listing Compliance National Stock Exchange of India Limited 'Exchange Plaza' C-1, Block G, Bandra Kurla Complex, Bandra (East), Mumbai – 400051
Security Code: 523598	Trading Symbol: SCI

**Communication made to members regarding Online Resolution of Disputes in the
Indian Securities Market**

Dear Sir/ Madam,

We are forwarding herewith email communication sent to the members of The Shipping Corporation of India Limited about introduction of Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of disputes arising in the Indian securities market.

The said communication is also available on the website of the Company at <https://www.shipindia.com/investors/downloads>.

Date and time of occurrence of event: 11.12.2023 at 1507 hours.

Submitted for your information, kindly take the same on your records.

Thanking You,

Yours Faithfully,
For The Shipping Corporation of India Limited

Smt. Swapnita Vikas Yadav
Company Secretary and Compliance Officer

Encl: As above

Dear Shareholder(s),

We wish to bring to your kind notice provisions of the following SEBI circulars:

A. Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 followed by Corrigendum cum Amendment vide Circular No. SEBI/HO/OIAE/OIAE_IAD1/P/CIR/2023/135 dated August 4, 2023

B. Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/158 dated September 26, 2023 read with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2023/181 dated November 17, 2023

The salient points of the above-mentioned SEBI Circulars are as follows-

A. SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 followed by Corrigendum cum Amendment vide Circular No. SEBI/HO/OIAE/OIAE_IAD1/P/CIR/2023/135 dated August 4, 2023 - Online Resolution of Disputes in the Indian Securities Market

The Securities and Exchange Board of India (SEBI) vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 has introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of disputes arising in the Indian securities market. The said circular was further amended by SEBI on August 4, 2023 (vide corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135). The ODR Portal provides an additional mechanism to resolve the grievances in the following manner:

1. Level 1 – Raise with Registrar and Transfer Agent (“RTA”)/ Company:

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

Shareholders may lodge the same with-

- RTA by sending an email or through physical correspondence at the email ID/address of the RTA available on the website of the Company.
- Company by sending an email at sci.cs@sci.co.in or by sending physical correspondence at-

7th Floor, Shipping House,
245 Madame Cama Road,
Mumbai - 400 021

2. Level 2 – SEBI SCORES:

For grievances/ disputes/ complaints which are not redressed satisfactorily at Level 1, the investor/client may in accordance with the SCORES guidelines, escalate the same through SEBI Complaints Redress System (“SCORES”) portal in accordance with the process laid out therein. The SCORES portal may be accessed at <https://www.scores.gov.in>. FAQs on the process to be followed for registration / lodging complaints / disputes, is available at <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

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.

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 or at any stage of the subsequent escalations prior to or at the end of such escalation/s.

b) The dispute resolution through the ODR portal can be initiated only when such complaint / dispute is not under consideration in terms of the paragraphs above or SCORES guidelines as applicable or not pending before any arbitral process, court, tribunal, or consumer forum or if the same 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)

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 Company’s website at <https://www.shipindia.com/>

B. SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/158 dated September 26, 2023 read with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2023/181 dated November 17, 2023 - Extension of timeline for KYC updation and Freezing of Non-KYC Folios

SEBI vide its earlier Circular dated September 26, 2023 has extended the timelines for submission of PAN, Nomination, Contact details, Bank A/c details and Specimen signature from September 30, 2023 to December 31, 2023, post which Non-KYC folios were to be frozen.

However, SEBI vide its Circular dated November 17, 2023 decided to do away with the provisions for freezing of folios and referring frozen folios to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002 for Non-KYC folios.

Member(s) are requested to go through the SEBI circular(s) for necessary guidance on the matter.

Thanking you,

For The Shipping Corporation of India Limited

Sd/-

Swapnita Vikas Yadav

Company Secretary and Compliance Officer