



Honeywell Automation India Limited  
CIN: L29299PN1984PLC017951  
Regd. Office: 56 & 57, Hadapsar Industrial  
Estate, Pune - 411 013, Maharashtra  
Tel: +91 20 7114 8888  
E-mail: India.Communications@Honeywell.com  
Website: <https://www.honeywell.com/in/en/hail>

December 21, 2023

Dear Sir/Madam,

**Sub: Communication to shareholders on Online Dispute Resolution (“ODR”) Mechanism**

**Ref: SEBI Circular reference SEBI/HO/OIAE/OIAE IAD-1/P/CIR/2023/131 dated July 31, 2023**

In continuation to our intimation dated September 15, 2023 in connection with the referred SEBI Circular and pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find attached copy of the communication to our shareholders, on dispute resolution through the ODR mechanism.

This disclosure is also being made available on the Company's website at <https://www.honeywell.com/in/en/hail>

The above is for your information and record.

Thanking you,

Yours faithfully

For **Honeywell Automation India Limited**

**Indu Daryani**  
**Company Secretary and Compliance Officer**  
FCS No. 9059  
56 & 57, Hadapsar Industrial Estate, Pune - 411 013



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Dear Shareholder,

We bring to your kind notice that the Securities and Exchange Board of India (“SEBI”) vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 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 provides investors an additional mechanism to resolve the grievances in the following manner:

**A. Level 1 – Raise with Registrar and Transfer Agent (‘RTA’)/ (‘the Company’):**

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the RTA by sending an email to [csg-unit@tcplindia.co.in](mailto:csg-unit@tcplindia.co.in) or by sending physical correspondence at TSR Consultants Private Limited, C-101, 1<sup>st</sup> Floor, 247 Park, Lal Bahadur Shastri Marg, Vikhroli (West), Mumbai – 400083 or to the Company by sending email at [HAIL.InvestorServices@Honeywell.com](mailto:HAIL.InvestorServices@Honeywell.com)

**B. Level 2 – SEBI SCORES Portal:**

The grievances/ disputes/ complaints which are not resolved at Level 1 or if the shareholder is not satisfied with the resolution provided by the RTA or the Company, then the shareholder may register his/ her grievances/ complaints/ disputes on the SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in>.

FAQs on the process to be followed for registration / lodging complaints / disputes, is available at the weblink <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>.

**C. Level 3 – ODR Portal:**

In case the shareholder is not satisfied with the resolution provided at Level 2, then the online resolution can be availed by lodging the grievances/ complaints/ disputes through the ODR Portal within the applicable time frame under law at <https://smartodr.in/login>. The link is hosted on the website of the Company at <https://www.honeywell.com/in/en/hail>

**D. Important Notes:**

- i) This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal only if the grievance lodged against the RTA/ the Company on SCORES Portal (i.e. Level 1 and Level 2) is not resolved satisfactorily.
- ii) 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.

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- iii) The 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, the process of conciliation / arbitration through ODR Portal may attract fee and the same shall be borne by the concerned investor/ Company/ RTA (as the case may be).
- iv) 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 SEBI Circulars referred above.

The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the RTA's website at <https://www.tcplindia.co.in/> or on the Company's website <https://www.honeywell.com/in/en/hail>.

This is for your kind information.

For Honeywell Automation India Limited

Indu Daryani  
Company Secretary