



VISAKA INDUSTRIES LIMITED

CIN:L52520TG1981PLC003072

Registered Office: Survey No. 315,
Yelumala Village, R.C. Puram Mandal
Sangareddy District, Telangana - 502 300.

Phone: 040-27813833; 27813835

Website: www.visaka.co Email ID: Investor.relations@visaka.in

Dated: 8th November 2023

Ref: Folio / DP Id & Client Id No:

Name of the Member:

Sub: Visaka Industries Limited - Introduction of Online Dispute Resolution Portal by SEBI.

Dear Member

The Securities and Exchange Board of India ("SEBI") has issued a circular on July 31, 2023 (ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) and introduced a common Online Dispute Resolution (ODR) mechanism to facilitate online resolution of all kinds 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).

In order to enhance investor awareness on this dispute resolution mechanism, a brief overview of the process is provided below for your information.

A copy of the circulars is attached to this mail for your information.

- **Level 1 - Lodge complaint/grievance, if any:**

All grievances/disputes/complaints, if any, against the Company or its Registrar and Transfer Agents ("RTA") viz., KFin Technologies Limited can be lodged by sending an email to the Company investor.relations@visaka.in or to its RTA at inward.ris@kfintech.com or by sending physical correspondence at the Corporate office of the Company or at the below address.

KFin Technologies Limited,

Unit: **Visaka Industries Limited**

Selenium Tower B, Plot No. 31 & 32, Gachibowli, Financial District, Hyderabad: 500 032

- **Level 2 - SEBI SCORES:**

In case, the grievance is not resolved satisfactorily at Level 1, you may escalate the same through SEBI Complaints Redress System ("SCORES") portal in accordance with the process laid out at <https://scores.gov.in>.

- **Level 3 - Initiate grievance on ODR Platform:**

In case you are not satisfied with the outcome of resolution at Level 1 and Level 2, you may initiate dispute resolution through the ODR portal at <https://smartodr.in/login>.

Please note that the dispute resolution through the ODR portal can be initiated only if such complaint/grievance/dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable in terms of the Indian law.

Important Note:

- The link to the ODR Portal is available on the home page of our Company's website under quick links <https://visaka.co>
- There shall be no fee for registration of complaint/dispute on the ODR Portal. However, the process of conciliation/arbitration through ODR portal may attract a fee and the same shall be borne either by you or the Company, as the case may be, as stated in the said circular.

You may refer to the modalities and operational guidelines of the ODR Portal including the timelines for review/resolution of complaints filed through ODR Portal, manner of proceedings to be conducted by the ODR institutions, fees and charges for conciliation/arbitration process etc., as provided in the said circular.

In case you require any other information/clarification in this regard, kindly write to us at investor.relations@visaka.in or inward.ris@kfintech.com.

Thanking you,

Yours faithfully,

For **Visaka Industries Limited**

Sd/-

Ramakanth Kunapuli

AVP and Company Secretary