



**Bharat
RASAYAN LIMITED**

UNIT-I

UNIT-II

Regd. Off. : 1501, Vikram Tower, Rajendra Place, New Delhi - 110008
Ph. : +91-11-43661111 (30 lines) • Fax : +91-11-43661100, 41538600
E-mail : info@bharatgroup.co.in • Website : www.bharatgroup.co.in
CIN : L24119DL1989PLC036264

MECHANISM FOR REDRESSAL OF INVESTOR GRIEVANCES

Mechanism for Redressal of Investor Grievances & ODR Link

Bharat Rasayan Limited (“the Company”), aims to provide services to the investors in a most efficient manner and always endeavours to redress investor grievances, if any, fairly and expeditiously.

To serve the investors in an efficient manner, the Company has appointed M/s. Link Intime India Private Limited as its Registrar & Share Transfer Agents (“RTA”). The RTA is primarily responsible for handling security holders’ related affairs of the Company. The Contact details of RTA has been provided in the Investors’ Contact Section and same can be accessed through following link: <https://www.bharatgroup.co.in/bharat-rasayan/images/ContactUs.pdf>.

Additionally, the Company has also designated an email id investors.brl@bharatgroup.co.in for handling investor grievances on which investor can make a complaint.

SEBI vide Circular No. [SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131](#) dated July 31,2023 read with Circular No. [SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135](#) dated August 4, 2023 expanded the scope of the existing dispute resolution mechanism in Indian Securities Market by establishing a common Online Dispute Resolution Portal (ODR Portal) which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market

Under this mechanism, any unresolved issues of any service requests/service-related complaints between investors/shareholders and listed companies including their Registrar & Share Transfer Agents arising out of latter's activities in the securities market, will be resolved in accordance with the above-mentioned SEBI Circulars.

In order to enhance investor awareness on this dispute resolution mechanism, a brief overview of the process is provided as follows:

Level 1: An investor shall first take up his/her/their grievance by lodging a complaint directly with the Company or its RTA.

Level 2: If the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein. SCORES facility can be accessed through the web link <http://scores.gov.in>



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Level 3: After exhausting all available options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal <https://smartodr.in/login>.

Investors may 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, roles and responsibilities of Market Infrastructure Intermediaries, Code of conduct for Conciliators and Arbitrators etc. as provided in the aforesaid SEBI Circular.

WORKS : UNIT-I: 2KM Stone, Madina-Mokhra Road, Village Mokhra, Distt. Rohtak (Haryana), Ph.: 01257-260755/756/757 • Fax: 260758
UNIT-II: Plot No. 42/4, Amod Road, GIDC, Dahej, District - Bharuch, Gujarat-392130, Ph.: +91-2641-291123, +91-2642-241100