



KL/SEC/2023-24/53

Date: 6th October, 2023

To,
The Manager- Listing
National Stock Exchange of India Limited,
Exchange Plaza, Bandra Kurla Complex,
Bandra (E), Mumbai-400 051

To,
The Manager- Listing
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai- 400 001

NSE Symbol: KAMDHENU

BSE Scrip Code: 532741

Sub: Intimation of Communication sent to the Shareholders through E-mail on awareness of availability of Online Dispute Resolution (ODR) Mechanism.

Dear Sir/Ma'am,

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI Circular(s) dated July 31, 2023 and August 4, 2023, please find enclosed a copy of the Email communication sent to the Shareholders of the Company through NSDL, informing about process and availability of Online Dispute Resolution (ODR) Mechanism.

In Compliance with the Regulation 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the aforesaid communication, as sent to the Shareholders of the Company is also made available on the website of the Company at weblink: <https://www.kamdhenulimited.com/shareholders-notice.php>.

This is for your information and record please.

Thanking you,

Yours faithfully.

For Kamdhenu Limited

**Khem Chand
Company Secretary & Compliance Officer**

Encl.: As above



KAMDHENU LIMITED

[CIN: L27101HR1994PLC092205]

Regd. Office: 2nd Floor, Tower-A, Building No. 9, DLF Cyber City,
Phase-III, Gurugram, Haryana-122002, Phone: 0124-4604500

E-mail: cs@kamdhenulimited.com Website: www.kamdhenulimited.com

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 no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 read with SEBI Circular dated August 4, 2023 has established a common Online Dispute Resolution (ODR) Portal which harnesses online conciliation and online arbitration for resolution of any disputes arising Kamdhenu Limited (the 'Company') and KFin Technologies 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.

The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

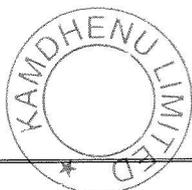
Level 1 – Raise grievances with Kamdhenu Limited (the 'Company') and KFin Technologies Limited, Registrar and Share Transfer Agent (RTA):

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

Shareholders may lodge the same by sending an email to the RTA at Email Id: einward.ris@kfintech.com and/or to the Company at cs@kamdhenulimited.com or the Shareholders may also send their correspondence at below address:

KFin Technologies limited Address: Selenium building, Tower - B, Plot No. 31 & 32 Financial District, Nanakramguda, Serilingampally Hyderabad, Telangana - 500032, India. Telephone: 1800 309 4001/ +91-9100094099	Kamdhenu Limited Address: 2nd Floor, Tower - A, Building No. 9, DLF Cyber City, Phase - III, Gurugram, Haryana - 122002 Telephone: +91-124-4604500
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Details of the designated persons/officials are displayed on our website at www.kamdhenulimited.com. (**Path: Investor Zone>Investor Help Desk**).



Level 2 – SEBI SCORES:

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

Level 3 – ODR Platform:

In case the shareholder is not satisfied with the resolution provided at Level 2, then the online dispute resolution process may be initiated through the ODR portal within the applicable timeframe under law. Shareholders may initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>. The link to the ODR Portal is also hosted on our website at www.kamdhenulimited.com (Path: Investor Zone > Notice to Shareholders > Online Dispute Resolution).

Important Notes:

- a. This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal only, if the grievance lodged against the Company/RTA on SCORES Portal (i.e., Level 2), is not resolved satisfactorily.
- b. 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-arbitral under Indian law.
- c. 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 SEBI Circular dated July 31, 2023 shall be borne by the Company/respective market participant.
- d. 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 dated July 31, 2023 and August 4, 2023.

The aforesaid SEBI circular/corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company at www.kamdhenulimited.com (Path: Investor Zone > Notice to Shareholders > Online Dispute Resolution)

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, KFin Technologies Limited at einward.ris@kfintech.com or the undersigned at cs@kamdhenulimited.com.

For Kamdhenu Limited



Khem Chand
Company Secretary & Compliance Officer
Date: 06.10.2023 | Place : Gurugram

