

- Processing investor service requests in a timely manner and providing details of discrepancies observed in the documents to the investors in one go.
- Execution and intimation of other corporate actions viz., ESOPs, Dividend payment, Stock split, Bonus issue and Merger/Demerger activities.
- Communication of Rights issue entitlements.
- Communication of Buyback, exit offer, takeover made by the company/ acquirer, and the procedure to be followed by investor in respect of these issues
- Mandatory execution of transfer of shares and dividends to IEPF and transfer of undelivered share certificates to Suspense account.
- Process grievance received through e-mails, Letters and SCORES.

Timelines pertaining to various services provided by RTA

| Sr No | Nature of Service | Expected Timelines (number of days) |
|----------|--|-------------------------------------|
| A | Investor Service Request: | |
| 1 | Processing of transmission request | 21 |
| 2 | Processing of issue of duplicate security certificate request | 30 |
| 3 | Processing of dematerialization request | 15 |
| 4 | Processing of remat request | 30 |
| 5 | Processing of Transposition request | 15 |
| 6 | I. Processing of request for change in / updation of | |
| | a. Name | 30 |
| | b. Signature | 30 |
| | c. Nomination | 30 |
| | d. Contact details (Address, E-mail address and Mobile number) | 15 |
| | e. Bank account details | 15 |
| | II. Processing of request for Updation of PAN | 15 |

SMART ODR Portal-(Securities Market Approach for Resolution Through ODR Portal):

Online Dispute (ODR) platform for online Conciliation and Arbitration.

As per a recent Circular, SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated 31-Jul-23, and SEBI Master Circular dated Aug 04, 2023, SEBI has launched SMART ODR Portal (Securities Market Approach for Resolution Through ODR Portal) for online resolution of disputes in the Indian Securities Market.

If the Investor is not satisfied with the resolution provided by the Market Participants, the Investor has the option to file the complaint/ grievance on **SMARTODR** platform for its resolution through online conciliation or arbitration, within the specified timelines.

Steps to be followed in ODR for Review, Conciliation and Arbitration

1. Investor to approach Market Participant for redressal of complaint.
2. If investor is not satisfied with response of Market Participant, he/she has either of the following 2 options:
 - i. May escalate the complaint on SEBI SCORES portal.
 - ii. May file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration.
3. Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days.
4. If the matter could not be amicably resolved, then the matter shall be referred for conciliation.
5. During the conciliation process, the conciliator will endeavour for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator with consent of the parties to dispute.
6. If the conciliation is unsuccessful, the investor may request to refer the matter for arbitration.
7. The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days with consent of the parties to dispute

For more information on online resolution of disputes in the Indian Securities Market, refer to **SEBI Circular**

In the event the grievance / complaint is not redressed after submission of all requisite documents within the expected timelines as mentioned in the Investor Charter or the investor is not satisfied with the resolution, he / she may escalate the grievance / complaint addressed to the Grievance Redressal Division, by email to our dedicated id: <compliance@skcinfo.com> skcdilip@gmail.com or through a letter (hard copy) addressed to.

Grievance Redressal Division,
S K INFOSOLUTIONS PVT LIMITED

D/42, Katju Nagar (Near South City Mall), Ground Floor
Katju Nagar Bazar, Jadavpur
Kolkata -700032.

** Contact No: (033-24120027 & 033-24120029)

While lodging the grievance / complaint it is necessary for the investor to mention the following:

- Nature of Complaint
- Name of Issuer Company
- Folio Number / DP ID-Client ID
- Full Name of shareholder
- E-mail address and mobile number
- RE No. / Ref.No. provided by S K INFOSOLUTIONS PVT LTD
- Reference to any previous correspondence made in this regard
- Provide the relevant documents and
- Also update KYC and details, if there are any changes.

We shall send intimation of redressal / resolution of grievance / complaint via e-mail / physical letter, as applicable, within 21 days from the date of receipt of grievance / complaint.

Level-2 -Review for complaint/grievance against RTA:

- First review done by Exchange
- Second review done by SEBI

By -Stock Exchanges - Online registration of complaint / grievance on stock exchanges:

1. The nature of the complaint that can be lodged against listed company has been given on the websites of the Stock Exchange along with emails IDs of the designated Stock Exchange. Upon receipt of complaint, the stock exchange shall forward the same to the concerned company with a copy to the complainant.
2. If the company fails to redress the complaint within 21 days, the exchange sends a reminder to the company and follows up with the company and its respective RTA.

By -SEBI - Online registration of complaint / grievance on SCORES

If the investor is not satisfied with the redressal / resolution of the complaint by the listed company / S K INFOSOLUTIONS PVT LTD, investor can lodge the complaint with SEBI on **SCORES**.

Grievance Redressal Mechanism at SEBI:

Complaints can be lodged with SEBI electronically through SEBI Complaints Redress System - SCORES 2.0 (a web based centralized grievance redressal system of SEBI) <https://scores.sebi.gov.in>