



new-age packaging solutions

B&A Packaging India Limited

113, Park Street, Kolkata : 700 016, India

Phone : 91 033 2217 8048/2226 9582

E-mail : contact@bampl.com, Website : www.bampl.com

CIN : L21021OR1986PLC001624

BAPIL/KOL/DDC/572

4th January 2024

To,
The General Manager, Department of Corporate Affairs,
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai- 400 001

Scrip Code: 523186

Dear Sir/Madam,

Sub.: Common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market introduced by The Securities and Exchange Board of India (“SEBI”).

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, please find enclosed copy of notice sent to shareholders via e-mail informing about the common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market introduced by The Securities and Exchange Board of India (“SEBI”).

You are requested to kindly take the above information on record.
Thanking You.

Yours faithfully,
For B & A Packaging India Limited

D.Chowdhury
Company Secretary

Enclosed: As above

Regd. Office : 21, Balgopalpur Industrial Area, Balasore - 756 020, Odisha, Phone : (06782) 275725 / 275142, Email : works@bampl.com
Corporate Office : 113, Park Street, (9th Floor), Kolkata - 700 016, Phone : (033) 2217 8048, 2265 7389, Email : contact@bampl.com
Branch Office : Jorhat : (0376) 230 0580 / 4673 (M) : 96780 84727 | Vadodara : 91638 29194 | Coimbatore : 98652 87933



B&A Packaging India Limited

Corporate Office- 113, Park Street, 9th Floor, Kolkata- 700016
Regd Office- 22 Balgopalpur Industrial Area, Balasore- 756020
Phone- (033) 2226-9582, 2217-8048
Fax- (033) 2265-1388, E-mail- investorsgrievance@bamp.com
Website- www.bamp.com, CIN-L21021OR1986PLC001624

January 2, 2024

Dear Shareholder,

Ref: Folio / DP Id & Client Id No: [●]

Name of the Member: [●]

The Securities and Exchange Board of India ("SEBI") vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 as amended by corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 on August 4, 2023 ("SEBI circulars") 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 new mechanism to raise a complaint/dispute under the investor grievance redressal mechanism (including through the ODR web portal) is, as below:

1. **Level 1 - Raise with Registrar and Transfer Agent ("RTA")/Company:**

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

Shareholders may lodge the same with the-

- (i) RTA by sending an email at messta@rediffmail.com or by sending physical correspondence at

M/s. MCS Share Transfer Agent Limited,
Unit: B & A Packaging India Limited
383, Lake Gardens, 1st Floor,
Kolkata- 700045.

Or

- (ii) The Company Secretary by sending an email at investorsgrievance@bamp.com or by sending physical correspondence at:

B & A Packaging India Limited,
113, Park Street, 9th Floor, Kolkata- 700016

2. **Level 2 - SEBI SCORES:**

Grievances/disputes/complaints, which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the Company/RTA, then a complaint may be raised on 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://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>.



3. Level 3 - ODR Platform:

The shareholder can initiate online dispute resolution through the ODR portal, within the applicable timeframe under law, after the option to resolve complaint/dispute with the Company through the routes available at Level 1 and Level 2 are exhausted. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details, please refer the SEBI Circulars.

Alternatively, the shareholder can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company /RTA was not satisfactorily resolved or at any stage of the subsequent escalations above.

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.

There is no fee for registration of complaints/ disputes on the ODR Portal. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor/ listed entity/ its RTA (as the case may be).

Thank you for your continued support and trust in B & A Packaging India Limited. If you have any questions or require further information, please feel free to reach out to us.

Best Regards,

For **B & A Packaging India Limited**

Sd/-

D. Chowdhury
Company Secretary



A handwritten signature in blue ink, appearing to read "D. Chowdhury", written over the right side of the circular stamp.

::Note: This is a system-generated e-mail. Please do not reply to this e-mail.