



FCL:SEC:SE:23:129

11th November, 2023

Corporate Relations Department BSE Limited 1st Floor, New Trading Ring Rotunda Building, P J Towers Dalal Street, Fort Mumbai – 400 001 in	The Manager Listing Department National Stock Exchange of India Ltd 'Exchange Plaza', C-1, Block G, Bandra – Kurla Complex, Bandra (E), Mumbai – 400 051	Mr Tom Schmit Luxembourg Stock Exchange PO Box 165 L-2011 Luxembourg Grand-Duchy of Luxembourg EUROPE
Scrip Code: 500144	Scrip Code: FINCABLES	

Subject: E-mail Communication to members— Introduction of Online Dispute Resolution Portal (ODRP) by SEBI for members of the Company

Ref: SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023

Dear Sir/Madam,

Pursuant to the abovementioned Circular, please find enclosed herewith the communication on Introduction of Online Dispute Resolution Portal (ODRP) by SEBI for the members of the Company. This communication was sent to the members of the Company on 10th November 2023 on the e-mail addresses available with the Company/Depositories participant.

You are requested to take the above on your records.

**Thanking you,
For FINOLEX CABLES LIMITED**

**Gayatri Kulkarni
Assistant Company Secretary
& Compliance Officer**

Registered Office:

26-27, Mumbai-Pune Road, Pimpri, Pune – 411018. Tel: 020 27506200.
Visit us at: www.finolex.com | Email: sales@finolex.com | CIN: L31300MH1967PL016531

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EXPECTATIONS**



FINOLEX CABLES LIMITED
CIN: L31300MH1967PLC016531
Registered Office: 26-27, Mumbai - Pune Road, Pimpri, Pune - 411 018
Email: investors@finolex.com

10th November, 2023

Dear Shareholder,

Sub : Introduction of Online Dispute Resolution (ODR) Portal by SEBI for members of the Company

The Securities Exchange Board of India ("SEBI") vide its circular dated July 31,2023 has introduced a common Online Dispute Resolution Portal ("ODRP") to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. The ODRP provides members with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service related complaints between members and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular.

In order to make members aware about the ODR mechanism, the process is given below:

Level 1 - Raise with the Company / KFin Technologies Limited [Registrar and Transfer Agent ("RTA")]:

Initially, all grievances/ disputes/ complaints against the Company/RTA are required to be directly lodged with the Company / RTA. Members may lodge the same by sending an email to einward.ris@kfintech.com / investors@finolex.com or by sending physical correspondence at:

KFin Technologies Limited
(Unit: Finolex cables Limited)
Selenium Building, Tower B, Plot 31-32,
Financial District, Nanakramguda
Hyderabad, Telangana - 500 032
Toll Free No : 1800 309 4001
Email Address : einward.ris@kfintech.com
Website: www.kfintech.com

Registered Office:

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Level 2 - SEBI Complaints Redress Systems ("SCORES"):

The grievances/ disputes/ complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SCORES platform of SEBI which can be accessed at <https://www.scores.gov.in>.

Level 3 - ODR Platform:

In case the member is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process can be initiated through the ODR portal.

Important notes with respect to ODR portal are as under:

- a. The link to access the ODR Portal as well as modalities and operational guidelines of the ODRP 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 SEBI Circular(s) are hosted on our website at <https://finolex.com/wp-content/uploads/2023/09/Investor-Correspondence.pdf>
- 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-arbitrable under Indian Law.
- c. There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/other market participant as the case may be.
- d. For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, KFin Technologies Limited at einward.ris@kfinotech.com or the Company at investors@finolex.com

Thanking You,

Yours faithfully,

For **FINOLEX CABLES LIMITED**

SIDDHESH MANDKE

Company Secretary & General Manager (Legal)

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