

**IVP LIMITED****Regd. Office:**

Shashikant N. Redij Marg,
Ghorupdeo, Mumbai - 400 033
Tel. : +91-22- 3507 5360
Email : ivp@ivpindia.com
Website : www.ivpindia.com
CIN : L74999MH1929PLC001503

Ref. No. IVPSEC/SE/76/12/2023-24

December 18, 2023

BSE Limited Phiroze Jeejeebhoy Towers Dalal Street Mumbai- 400 001 Security Code: 507580	National Stock Exchange of India Limited 'Exchange Plaza', C - 1, Block G, Bandra- Kurla Complex, Bandra (E), Mumbai - 400 051 Stock Symbol: IVP
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Sub: Communication to shareholders regarding Online Resolution of Disputes in the Indian Securities Market

Dear Sir,

We are forwarding herewith email communication sent to the members of IVP Limited about introduction of Online Dispute Resolution ("ODR") mechanism to facilitate online resolution of disputes arising in the Indian securities market.

Date and time of occurrence of event: 18.12.2023 at 13:35 hrs.

Kindly take the above on your record.

Thanking you,

Yours faithfully,
For IVP LIMITED

Jay R Mehta
Company Secretary & Compliance Officer

Encl: As Above

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Dear Shareholder,

We wish to bring to your kind notice provisions of the following SEBI circulars:

- A. Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 followed by Corrigendum cum Amendment vide Circular No. SEBI/ HO/ OIAE/ OIAE_IAD1/ P/ CIR/2023/135 dated August 4, 2023.
- B. Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/158 dated September 26, 2023 read with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2023/181 dated November 17, 2023

The salient points of the above-mentioned SEBI Circulars are as follows-

A. Introduction of Online Dispute Resolution Portal by SEBI

SEBI vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 read with a Corrigendum dated August 4, 2023 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 ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

1. Level 1 – Raise with Link Intime India Private Limited [Registrar and Transfer Agent (“RTA”)]/ Company:

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

Shareholders may lodge the same by sending an email to rnt.helpdesk@linkintime.co.in or by sending physical correspondence at:

Link Intime India Private Limited
C-101, 247 Park, L B S Marg, Vikhroli (West).
Mumbai – 400083.

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 <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

3. Level 3 – ODR Platform:

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



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applicable timeframe under law. The ODR platform can be accessed at <https://smartodr.in/login>

4. Important Notes:

- a) This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal without having to go through SCORES Portal (i.e. From Level 1 to Level 3), if the grievance lodged with the Company 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-arbitrable under Indian law.
- c) 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).

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 www.ivpindia.com (Path: Home à Investors Relations à information for shareholders à Circulars.

B. SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/158 dated September 26, 2023 read with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2023/181 dated November 17, 2023 - Extension of timeline for KYC updation and Freezing of Non-KYC Folios

SEBI vide its earlier Circular dated September 26, 2023 has extended the timelines for submission of PAN, Nomination, Contact details, Bank A/c details and Specimen signature from September 30, 2023 to December 31, 2023, post which Non-KYC folios were to be frozen.

However, SEBI vide its Circular dated November 17, 2023 decided to do away with the provisions for freezing of folios and referring frozen folios to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002 for Non-KYC folios.

Member(s) are requested to go through the SEBI circular(s) for necessary guidance on the matter.

For IVP Limited

Sd/-
Jay R Mehta
Company Secretary & Compliance Officer