

29<sup>th</sup> March, 2024

**The Corporate Relationship Department  
BSE Limited  
Phiroze Jeejeebhoy Towers,  
1<sup>st</sup> Floor, New Trading Ring  
Rotunda, Dalal Street,  
Mumbai – 400001  
(BSE Scrip Code: 500187)**

**Listing Department  
National Stock Exchange of India Limited  
Plot No. C-1, Block-G  
Exchange Plaza, 5<sup>th</sup> Floor,  
Bandra Kurla Complex, Bandra (E),  
Mumbai – 400051  
(NSE Symbol: AGI)**

Dear Sir/Ma'am,

**Sub: Intimation to investors on availability of Online Dispute Resolution (ODR) Mechanism**

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and circulars issued by SEBI from time to time, please find enclosed herewith a specimen of the email dated March 27, 2024, sent to the shareholders of the Company for enhancing investor awareness on Online Dispute Resolution (ODR) Mechanism.

You are requested to take the above information on your record.

**For AGI Greenpac Limited  
(Formerly known as HSIL Limited)**

(Ompal)

**Company Secretary**

**Name: Ompal  
Address: 301-302, Park Centra, Sector-30, Gurugram-122001  
Membership No.: A30926\**

**AGI Greenpac Ltd**

**Corporate Office:** 301-302, 3<sup>rd</sup> Floor, Park Centra, Sector-30, NH 8, Gurugram, Haryana-122 001, India. T: +91 124 477 9200

**Registered Office:** 2, Red Cross Place, Kolkata-700001, West Bengal, India. T: +91 33-22487407/5668 hsilinvestors@hsilgroup.com | www.agigreenpac.com  
| CIN: L51433WB1960PLC024539

**AGI glaspac Office:** Glass Factory Road, Off Motinagar, Borabanda, Hyderabad-500018, India. T: + (91) 40-2383 1771(5lines), M: agi@agi-glaspac.com

**AGI Plastek Office:** AGI glaspac Premises, Glass Factory Road, Off Motinagar, Borabanda, Hyderabad-500018, India. T: +91 40-2383 1771(5lines), M: sales@gpoly.in

**AGI CloZures Office:** Sy.No.208 to 218, Sitarampur, Isnapur, Patancheru, Telangana- 502307, India. T: +91-8455-225511, M: info@agiclozures.com



**AGI GREENPAC LIMITED**  
**(Formerly known as HSIL Limited)**

**CIN:** L51433WB1960PLC024539

**Registered Office:** 2, Red Cross Place Kolkata – 700001, West Bengal

**Phone No :** +91-33-2248 7407/5668

**Website :** <https://agigreenpac.com/>; **E-mail :** [hsilinvestors@hsilgroup.com](mailto:hsilinvestors@hsilgroup.com)

Date: 27<sup>th</sup> March, 2024

Name of Member: .....

Folio No. / DP Id & Client Id: 'XXXXXXXXXXXXXXXXXXXX'

Dear Shareholder(s),

Subject: **Awareness about Online Resolution of Disputes in the Indian Securities Market through Common Online Dispute Resolution ('ODR') Portal**

The Securities and Exchange Board of India ("SEBI") vide its Circular No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 as updated as on December 20, 2023, has introduced a common Online Dispute Resolution Portal ("ODR Portal") to facilitate online resolution of disputes arising in the Indian Securities Market.

To enhance investor awareness on the ODR mechanism, a brief overview of the process is provided for your easy reference:

**Level 1 – Raising of complaints/disputes with the Company or its Registrar and Transfer Agent (RTA):**

Shareholders are advised to first lodge their complaint/ grievance/ dispute directly with the Company or its RTA.

Shareholders of the Company may lodge their concerns through e-mail to the Company at [hsilinvestors@hsilgroup.com](mailto:hsilinvestors@hsilgroup.com) or to its RTA at [mdpldc@yahoo.com](mailto:mdpldc@yahoo.com) or by sending physical correspondence to the Company or its RTA at the following address:

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<p><b><u>Address of Company</u></b>  <b>The Company Secretary</b>  AGI GREENPAC LIMITED  (Formerly known as HSIL Limited)  2, Red Cross Place, Kolkata - 700001</p>	<p><b><u>Address of RTA</u></b>  <b>The Compliance Officer</b>  MAHESHWARI DATAMATICS PRIVATE LIMITED  23, R N Mukherjee Road,  5th Floor, Kolkata - 700 001</p>
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**Level 2 – SEBI Complaints Redress Systems (“SCORES”) Platform:**

In case the grievances/complaints/disputes are not redressed satisfactorily at **Level 1**, or if the shareholder is not satisfied with the resolution provided by the Company/ RTA, then the same may be escalated through the SEBI Complaints Redressal System (“SCORES”) Platform which can be accessed at <https://www.scores.gov.in/>.

**Level 3 – ODR Platform:**

In case the shareholder is not satisfied with the resolution provided at **Level 1 or 2**, then they can initiate dispute resolution through the ODR Portal, within the timeframe as provided under applicable law. The link for accessing the ODR Portal is <https://smartodr.in/login>.

**Note:**

1. The link to the ODR Portal as well as the aforesaid SEBI Circular can also be accessed on the website of the Company at <https://agigreenpac.com/>
2. Shareholders 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, provided the application satisfies the conditions to do so.
3. It may be noted that the dispute resolution through the ODR Portal can be initiated only if such complaint/dispute is not under consideration with the Company or SCORES guidelines or pending before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law;
4. There shall be no fees for registration of complaints/disputes on the ODR Portal. However, the process of conciliation/arbitration through the ODR Portal may attract a fee, and shareholders are requested to kindly refer to the abovementioned SEBI Circular or latest Circular issued by SEBI in this regard;
5. Shareholders are requested to refer to the recent SEBI Circulars for the operational guidelines and modalities of the ODR Portal including timelines for reviewing and resolving complaints filed through the ODR Portal.

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For any queries on the above matter, shareholders may contact the Company's Registrar & Share Transfer Agent, Maheshwari Datamatics Private Limited at [mdpldc@yahoo.com](mailto:mdpldc@yahoo.com) or the Company at [hsilinvestors@hsilgroup.com](mailto:hsilinvestors@hsilgroup.com)

Thanking You,  
Yours Faithfully,  
For **AGI Greenpac Limited**,

Sd/-  
(Ompal)  
**Company Secretary**  
ACS – 30926

This is a system-generated email. Please do not reply to this email.

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