



Bajaj Hindusthan Sugar Limited

CIN: L15420UP1931PLC065243

Registered Office: Golagokarannath, Lakhimpur-Kheri, District Kheri, Uttar Pradesh 262802

Tel.: +91-5876-233754/5/7/8, 233403, **Fax:** +91-5876-233401

Email: investor.complaints@bajajhindusthan.com. **Website:** www.bajajhindusthan.com

Sub: Enhancing investor awareness on Online Dispute Resolution Mechanism

Dear Investor,

SEBI vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 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 against the Company 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 / investor.complaints@bajajhindusthan.com or by sending physical correspondence at:

Link Intime India Private Limited
Unit: Bajaj Hindusthan Sugar 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>.

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 at <https://smartodr.in/login> within the applicable timeframe under law.

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, https://www.bajajhindusthan.com/investor_service.php.

For Bajaj Hindusthan Sugar Limited,

(Kausik Adhikari)

Company Secretary and Compliance Officer