



## 1. EMAIL ADDRESS FOR GRIEVANCE REDRESSAL-

Email: [investor@hindcommerce.com](mailto:investor@hindcommerce.com)

## 2. DESIGNATED OFFICIALS OF THE COMPANY FOR ASSISTING AND HANDLING INVESTOR GRIEVANCES-

- Secretarial Matters and Shareholders Grievances

Email: [investor@hindcommerce.com](mailto:investor@hindcommerce.com)

- Registrar and Share Transfer Agent

MUFG Intime India Private Limited

C-101, 247 Park, LBS Marg,

Vikhroli (W), Mumbai 400083

Email: [rnt.helpdesk@linkintime.co.in](mailto:rnt.helpdesk@linkintime.co.in)

Website: [www.in.mpms.mufig.com](http://www.in.mpms.mufig.com)

## 3. DETAILS OF KMP AUTHORIZED FOR DETERMINING MATERIALITY OF AN EVENT /INFORMATION AND MAKING DISCLOSURE-

Executive Chairman, Managing Director, CS & Compliance Officer and Chief Financial Officer of the Company are severally authorized for the purpose of determining materiality of an event / information and making disclosure.

Telephone: 022 40 500 100

Email: [investor@hindcommerce.com](mailto:investor@hindcommerce.com)

## 4. ONLINE DISPUTE RESOLUTION-

Introduction of Online Dispute Resolution Portal by SEBI

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 grievances/ disputes/ complaints arising in the Indian securities market. The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

- Level 1 – Raise grievance/dispute/complaints with MUFG 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. The shareholders may lodge the same by



sending an email to [rnt.helpdesk@linkintime.co.in](mailto:rnt.helpdesk@linkintime.co.in) / [investor@hindcommerce.com](mailto:investor@hindcommerce.com) or  
by sending physical correspondence at:

MUFG Intime India Private Limited

C-101, 247 Park, LBS Marg,

Vikhroli (W), Mumbai, Maharashtra 400083.

• 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>.

• 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. For more details, please refer to the SEBI Circular.

• Important Notes:

1. 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.

2. 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.

3. 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).

## 5. INTRODUCTION OF ‘SWAYAM’-

‘SWAYAM’ is a secure, user-friendly web-based application, developed by our RTA, that empowers shareholders to effortlessly access various services. We request you to get registered and have first-hand experience of the portal.

This application can be accessed at <https://swayam.linkintime.co.in>.



# HIND COMMERCE LIMITED

307, Arun Chambers, Tardeo Road, Mumbai – 400034. Tel. : 022-40500100 Fax: 022-40500150

Website: [www.hindcommerce.com](http://www.hindcommerce.com) Email: [investor@hindcommerce.com](mailto:investor@hindcommerce.com)

CIN: L51900MH1984PLC085440

- Effective Resolution of Service Request - Generate and Track Service Requests/Complaints through SWAYAM.
- Features - A user-friendly GUI.
- Track Corporate Actions like Dividend/Interest/Bonus/split.
- PAN-based investments - Provides access to linked PAN accounts, Company wise holdings and security valuations.
- Effortlessly Raise request for Unpaid Amounts.
- Self-service portal – for securities held in demat mode and physical securities, whose folios are KYC compliant.
- Statements - View entire holdings and status of corporate benefits.
- Two-factor authentication (2FA) at Login - Enhances security for investors.