



# RAMKRISHNA FORGINGS LIMITED

Date: 9 December, 2023

To The Listing Department <b>BSE Limited</b> Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai - 400 001  <b>BSE SCRIP CODE: 532527</b>	To The Listing Department <b>National Stock Exchange of India Limited</b> "Exchange Plaza" C-1, Block G, Bandra-Kurla Complex, Bandra (E), Mumbai- 400 051  <b>NSE SYMBOL: RKFORGE</b>
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Dear Sir/Madam,

**Sub: Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 - Intimation to Investors on Online Dispute Resolution in the Indian Securities Market**

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed a copy of the communication sent to Investors of the Company in compliance with SEBI Circular(s) dated 31 July, 2023 and 4 August, 2023, creating awareness on the availability of a common Online Dispute Resolution (ODR) Portal for redressing their grievances.

The communication was sent to the Investors on 7 December, 2023.

We request you to take the aforementioned information on record and oblige.

Thanking you,

Yours faithfully,  
**For Ramkrishna Forgings Limited**



**Rajesh Mundhra**  
**Company Secretary & Compliance Officer**  
**ACS: 12991**



REGISTERED & CORPORATE OFFICE

23 CIRCUS AVENUE, KOLKATA 700017, WEST BENGAL, INDIA

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CIN NO. :L74210WB1981PLC034281



## RAMKRISHNA FORGINGS LIMITED

CIN No: L74210WB1981PLC034281

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Website: [www.ramkrishnaforgings.com](http://www.ramkrishnaforgings.com)

Dear Shareholder(s),

### Sub.: **Introduction of Online Dispute Resolution (ODR) Portal by SEBI for shareholders of the Company**

The Securities and Exchange Board of India (“SEBI”) vide its circular bearing no. SEBI/HO/OIAE/OIAE\_IAD-1/P/ CIR/ 2023/ 131 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 shareholders 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 shareholders aware about the ODR mechanism, the process is given below:

#### **LEVEL 1 : Raise your concerns with the Company / KFin Technologies Limited [Registrar and Share Transfer Agent] (“RTA”):**

As a first step, all grievances/ disputes/ complaints against the Company are required to be directly lodged with RTA &/or Company. Shareholders may lodge the same by sending an email to [inward.ris@kfintech.com](mailto:inward.ris@kfintech.com) / [secretarial@ramkrishnaforgings.com](mailto:secretarial@ramkrishnaforgings.com) or by sending physical correspondence at:

#### **KFin Technologies Limited**

**Unit: Ramkrishna Forgings Limited**

Selenium Building, Tower B, Plot 31-32,

Financial District, Nanakramguda

Hyderabad, Telangana – 500 032

Toll Free No : 1800 309 4001

E-mail Address : [inward.ris@kfintech.com](mailto:inward.ris@kfintech.com)

Website : [www.kfintech.com](http://www.kfintech.com)

#### **LEVEL 2 : SEBI Complaints Redress Systems (“SCORES”):**

The grievances/ disputes/ complaints which remain unresolved at Level 1, or if the shareholders 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 shareholder 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 at <https://smartodr.in/login> within the applicable timeframe under law.

#### **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://www.ramkrishnaforgings.com/sebi-online-dispute-resolution-platform.html>.
- b. 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.
- c. 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.
- d. 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.

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 at <https://www.ramkrishnaforgings.com/sebi-online-dispute-resolution-platform.html>.

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, KFin Technologies Limited at [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com) or the Company at [secretarial@ramkrishnaforgings.com](mailto:secretarial@ramkrishnaforgings.com).

Thanking you.

Yours Faithfully,

**For Ramkrishna Forgings Limited**

**Sd/-**

Rajesh Mundhra

**Company Secretary &**

**Compliance Officer**

**ACS12991**