



Ruchira Papers Limited

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INTRODUCTION AND AWARENESS REGARDING ONLINE DISPUTE RESOLUTION (ODR) PORTAL.

To introduce and create awareness about the Online Dispute Resolution (ODR) Portal established by the Securities Exchange Board of India (SEBI) for the seamless resolution of disputes in the Indian securities market. SEBI, through its circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, has taken a significant stride in enhancing the investor experience by streamlining the existing dispute resolution mechanism. This initiative aims to expand the scope of resolution mechanisms and establish a centralized ODR Portal that utilizes online conciliation and arbitration methods. The ODR Portal serves as an additional platform for members to address and resolve their grievances effectively.

To facilitate a better understanding of the ODR mechanism, we outline the process below:

Level 1 - Raise with the Company/Link Intime India Private Limited [Registrar and Transfer Agent ("RTA")]:

Initially, members are required to directly lodge grievances/disputes/complaints against the Company/RTA. This can be done by sending an email to delhi@linkintime.co.in / investors@ruchirapapers.com / cs@ruchirapapers.com or by sending physical correspondence to the address provided below:

LINK INTIME INDIA PRIVATE LIMITED

Unit – Ruchira Papers Limited

Noble Heights, 1st Floor, Plot NH2, C-1 Block LSC,

Near Savitri Market, Janakpuri, New Delhi-110058

Ph: +91 – 11 – 4941 – 1000; Fax: +91 – 11 – 4141 – 0591

E-mail: delhi@linkintime.co.in

Level 2 – Escalate to SEBI Complaints Redress Systems ("SCORES"):

The grievance/dispute/complaint remain unresolved at Level 1, or if the member is dissatisfied with the resolution provided by the Company/RTA, escalation can be pursued by raising a complaint on the SCORES platform of SEBI, accessible at <https://www.scores.gov.in>.

Level 3 - ODR Platform:

In the event that the member remains unsatisfied with the resolution provided at Level 1 or 2, the online dispute resolution process can be initiated through the dedicated ODR portal at <https://smartodr.in/login>

We would like to emphasize some key points regarding the ODR portal:

1. Dispute resolution through the ODR Portal should only be initiated if grievances/disputes/complaints lodged at Level 1 or on the SCORES Platform at Level 2 remain unresolved.
2. It is important to note that dispute resolution through the ODR portal can only be initiated if the complaint/dispute is not pending before any arbitral process, court, tribunal, or consumer forum, or if it is non-arbitrable under Indian Law.
3. There are no fees for registering a complaint/dispute on the ODR portal. The fees for the conciliation or arbitration process, including applicable GST, stamp duty, etc., shall be as prescribed by SEBI.
4. The Master Circular of ODRP mechanism is readily available on the Company's website at <https://www.ruchirapapers.com/investors.html> as well as on SEBI's website at <https://www.sebi.gov.in>.

For any queries or clarifications on the above matter, we encourage members to reach out to investors@ruchirapapers.com or cs@ruchirapapers.com.

Yours Faithfully,
Ruchira Papers Limited

Sd/-
Iqbal Singh
Company Secretary
ACS: 36847