



PNC Infratech Limited
(CIN –L45201DL1999PLC195937)
Registered office: NBCC Plaza, Tower-II, 4th Floor, PushpVihar, Sector-V, Saket, New Delhi-110017
Website: www.pncinfratech.com, **Email:** complianceofficer@pncinfratech.com

Dear Investors,

Sub: Introduction of Online Dispute Resolution Mechanism

Securities and Exchange Board of India ("SEBI") vide **Circular Nos. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023** and **SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 04, 2023** and **Master Circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 (updated as on August 11, 2023)** has introduced a common Online Dispute Resolution Portal ("ODR Portal") to facilitate online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

The aforesaid SEBI Master circular on Online Dispute Resolution can be accessed on the website of SEBI at https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html

In view of the above, the brief procedure of raising complaints / disputes under the Investor Grievance Redressal mechanism is mentioned as below:

<u>Level I</u>	<u>Lodging of Complaints with the Company / Company's Registrar and Transfer Agent (RTA)</u>
	<p>An investor shall first take up his/her grievance against the Company by lodging a complaint directly with the Company or Company's Registrar and Transfer Agent (RTA).</p> <p><u>Address of the Company:</u></p> <p>PNC Infratech Limited PNC Tower 3/22-D, Civil Lines, Mathura Agra Road, Bypass, Agra -282002 Tel No.: (+91-562) 405400/4070000,</p> <p>Email Id. complianceofficer@pncinfratech.com,</p> <p><u>Address of the Company's RTA for Equity shares:</u></p> <p>Link Intime India Pvt. Ltd. Noble Heights, 1st floor, Plot No NH-2, C-1 Block, LSC, Near Savitri Market,</p>

	<p>Janakpuri, New Delhi – 110058 Tel No : 011 49411000 Fax : 011 41410591 E-mail ID : rnt.helpdesk@linkintime.co.in</p>
<u>Level II</u>	<p>If the grievance is not redressed satisfactorily in the Level 1 within 21 days of lodgement, the investor may escalate the same through the SEBI Complaints Redress System (SCORES) Portal which can be accessed at https://scores.gov.in/.</p> <p>FAQs on the process to be followed for registration, lodging of complaints or disputes, is available at https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf</p>
<u>Level III</u>	<p>If the investor is still not satisfied with the outcome at Level 2, investor can initiate Online Dispute Resolution through the ODR Portal at https://smartodr.in/login.</p> <p>Alternatively, the investor can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company/Company's RTA was not satisfactorily resolved or at any stage of the subsequent escalations mentioned in the above Levels (prior to or at the end of such escalation/s).</p> <p>The dispute resolution through the ODR Portal can be initiated only when the complaint/dispute is not under consideration in terms of the above Level 1 or Level 2 or SCOREs guidelines as applicable or not pending before any arbitral process, court, and tribunal or consumer forum or are non-arbitrable in terms of Indian law.</p> <p>The dispute resolution through the ODR Portal can be initiated when within the applicable law of limitation (reckoned from the date when the issue arose/occurred that has resulted in the complaint/date of the last transaction or the date of disputed transaction, whichever is later).</p>

With Regards,

Sd/ -

Company Secretary

PNC Infratech Limited