



VINDHYA TELELINKS LIMITED

CIN: L31300MP1983PLC002134

Registered Office: Udyog Vihar, P.O. Chorhata, Rewa – 486 006 (M.P.), India

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E-mail: headoffice@vtlrewa.com; Website: www.vtlrewa.com

11 November, 2023

Dear Investor,

Sub: Awareness on availability of Online Dispute Resolution (ODR) Mechanism for resolution of Complaints/Disputes

To enhance the awareness of investors of the Company about the availability of the Online Dispute Resolution Mechanism, we wish to inform you that SEBI vide its Master Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 dated 31st July, 2023 (updated as on 11th August, 2023), has established a common Online Dispute Resolution (ODR) Portal which harnesses online conciliation and online arbitration for resolution of any disputes arising in the Indian Securities Market.

The ODR Portal allows investors with additional mechanism to resolve their grievances arising in the Indian Securities Market against the Company and/or its Registrar and Share Transfer Agent (RTA) through online Conciliation and online Arbitration process.

Investors can initiate the dispute resolution process in the following manner:

1. Level 1- Company / RTA, Link Intime India Private Limited:

An investor shall first take up his/her/their grievance by lodging a complaint directly with the Company or its RTA, Link Intime India Pvt. Ltd.

Investors may lodge their complaint by sending an email to investorgrievance@vtlrewa.com or to rnt.helpdesk@linkintime.co.in or by sending physical correspondence at:

Link Intime India Pvt. Ltd.
Unit: Vindhya Telelinks Limited
C-101, 247 Park, L.B.S. Marg,
Vikhroli West, Mumbai- 400 083

2. Level 2- SEBI SCORES:

If the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein. SCORES facility can be accessed through the web link, <https://scores.gov.in/scores/Welcome.html>

3. Level 3- ODR Platform:

After exhausting all available options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal <https://smarodr.in/login>

4. Important Notes:

- 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.
- There is no fees for registration of a complaint/dispute on the ODR portal. However, fees for initiation of Conciliation or Arbitration process shall be borne in terms of the aforesaid SEBI Master Circular.
- Investors may refer to the modalities and operational guidelines of the ODR Portal 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 aforesaid SEBI Master Circular.

For further details, please refer the SEBI Master Circular available on the website of the Company at given link, https://www.vtlrewa.com/Investor_Relation/Other_Information/Online-Resolution-of-Disputes.pdf

Thanking you,

Yours faithfully,
For **Vindhya Telelinks Limited**

Sd/-

(Dinesh Kapoor)
Company Secretary & Compliance Officer

Note: This is a system generated Email. Please do not reply to this Email .