

Online Dispute Resolution (ODR) Portal

SEBI has issued a circular dated 31 July 2023, to streamline the existing dispute resolution mechanism in the Indian securities market by establishing a common **Online Dispute Resolution Portal** which harnesses online conciliation and online arbitration for resolution of disputes.

Disputes between **Investors/Clients and Listed companies**, including their **Registrar and Share Transfer Agents (RTAs)** will be resolved in accordance with these circulars.

1. Initially, shareholders can raise their grievances/ disputes/ complaints against the Company/RTA by directly sending an email to inward.ris@kfintech.com / investor.relations@sulawines.com / cs@sulawines.com or by sending physical correspondence at:

KFin Technologies Limited
Selenium Building, Tower B,
Plot 31-32, Financial District,
Nanakramguda, Hyderabad,
Telangana – 500 032

Shareholders are required to provide a requisite set of documents along with Investor Service Request (ISR) forms and complete formalities of KYC Updation, etc. with RTA/ Depository Participant as suggested to resolve their query.

2. If the grievance is not redressed satisfactorily by Company / RTA, t h e n a grievance may be raised on SCORES 2.0 platform of SEBI which can be accessed at (<https://scores.sebi.gov.in>).
3. After exhausting all aforesaid options, if the grievance remains unresolved, dispute resolution through the ODR Portal can be taken up.

Follow below steps to resolve dispute through the SMART ODR Portal -

- i. Register on SMART ODR Portal: Click on “Create Account” to register on the platform.
- ii. File a New Dispute: Click on “File New Dispute” to begin.
- iii. Select Intermediary: Select the “Intermediary” against whom you wish to file dispute.
- iv. Select Category: Select the relevant “Categories” for your dispute.
- v. Enter Dispute Details: Fill details of the dispute and attach relevant files or documents.
- vi. Track Resolution Progress: Once your dispute is filed, you can track progress under the Dispute Timeline.

NOTE – SEBI circulars are available at below link:

<https://sulavineyards.com/investor-relations.php#ODRINVESTORINFORMATION>

Dispute Resolution Mechanism link for Investors: <https://smartodr.in/login>