



Important communication to Shareholders

Subject: Awareness about online resolution of disputes in the Indian securities market through Common Online Dispute Resolution (“ODR”) Portal

Securities and Exchange Board of India (“SEBI”) vide Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 (“Circular”) provided guidelines for online resolution of disputes in the Indian securities market through establishment of a common ODR Portal which harnesses online conciliation and online arbitration for resolution of disputes arising between investors / clients and listed companies or specified intermediaries / regulated entities in the securities market.

In the Circular, SEBI also specified the process for initiation of dispute resolution, as under:

- i) The investor shall first take up his / her / their grievance with the Company by lodging a complaint directly with the Company.
- ii) If the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal.
- iii) After exhausting the above options, if the investor is still not satisfied with the outcome, he / she / they can initiate dispute resolution through the ODR Portal.

For more information / details, please refer the above-said Circular.

PC Jeweller Limited