



April 16, 2024

Listing Department

National Stock Exchange of India Limited

Exchange Plaza, 5th Floor

Plot No. C/1, G Block,

Bandra-Kurla Complex, Bandra (East),

Mumbai – 400 051

ISIN : INE526E01018

Company Symbol: SHRIPISTON

Sub: Intimation to investors on Online Dispute Resolution (ODR) mechanism

Dear Sir/ Madam,

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI Circular No. 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 4, 2023, please find enclosed a specimen of the e-mail sent to the shareholders informing about the introduction of a common Online Dispute Resolution ("ODR") mechanism by the SEBI to facilitate online resolution of all kinds of disputes/grievances/complaints arising in the Indian Securities market.

The SEBI Circulars as well as the afore-mentioned copy of communication is also available on the website of the Company at <https://shrirampistons.com/>

The link to the ODR Portal has been displayed on our website at <https://shrirampistons.com/investors-guide-2/> > Online Dispute Resolution (ODR) Portal.

This is for your information and further dissemination.

Thanking you.

Yours faithfully,

For **Shriram Pistons & Rings Limited**

Pankaj Gupta

Company Secretary

Membership No. : F4647

Encl: a/a

SHRIRAM PISTONS & RINGS LIMITED

Registered Office: 3rd Floor, Himalaya House,
23, Kasturba Gandhi Marg, New Delhi -110 001
Tel.: +91 11 2331 5941, Fax: +91 11 2331 1203
Website: www.shrirampistons.com
E-mail: compliance.officer@shrirampistons.com
CIN: L29112DL1963PLC004084



Dear Member,

Subject: Introduction of Online Dispute Resolution (ODR) Portal by SEBI for members of the Company

To raise awareness among our members regarding the availability of the Online Dispute Resolution Mechanism at stock exchanges, we would like to notify all members that the Securities Exchange Board of India ("SEBI") has introduced a common Online Dispute Resolution Portal ("ODRP"). This initiative is outlined in SEBI's circulars dated July 31, 2023 (Ref. No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) and August 4, 2023 (Ref.No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135).

The ODRP aims to harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market. Any disputes or unresolved issues related to service requests, service-related complaints between investors/shareholders and listed companies (including their RTA) or any other specified intermediaries/regulatory entities arising from their activities in the securities market will be addressed under this mechanism, in accordance with the guidelines provided in the aforementioned SEBI Circulars.

A brief overview for initiating the process to raise a complaint/dispute under the investor grievance redressal mechanism (including through the ODR web portal), is outlined below:

Level 1 - Lodge Complaint with the Company/ Alankit Assignments Limited (Registrar and Transfer Agent - "RTA"):

In the initial stage, members are encouraged to directly communicate their grievances or complaints to the Company/ RTA. Members may lodge the same by sending an email to compliance.officer@shrirampistons.com/ rta@alankit.com or by sending physical correspondence at:

Alankit Assignments Limited

205-208, Anarkali Complex, Jhandewalan Extension,
New Delhi – 110055, India
Phone : +91-11-4254 1234 / 2354 1234 / **Fax** : +91-11-2355 2001
Website : www.alankit.com
E-mail : ramap@alankit.com

Or

Shriram Pistons & Rings Limited

3rd Floor, Himalaya House,
23 K.G. Marg
New Delhi - 110001

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

The grievances/ disputes/ complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be escalated through the SCORES Portal of SEBI which can be accessed at <https://www.scores.gov.in>.

Level 3 - Through ODR Platform:

After exhausting all available options for resolution of the grievance provided at Level 1 or 2, and if the investor/member is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal

Important notes with respect to ODR portal are as under:

- a) The link to access the ODR Portal as well as modalities and operational guidelines of the ODRP 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 SEBI Circular{s) are hosted on our website at <https://shrirampistons.com/investors-guide-2/>
- b) 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.
- c) There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/other market participant as the case may be.
- d) For any queries on the above matter, members may contact the Company's Registrar & Share Transfer Agent, Alankit Assignments Limited at rta@alankit.com or the Company at compliance.officer@shrirampistons.com.

KYC Updation

Members are requested to update their KYC details, bank account details, mobile numbers, e-mail ids, PAN, nominations, specimen signatures etc. if any, for timely receipt of communications from the Company.

Yours faithfully,

Shriram Pistons & Rings Limited

Sd/-

(Pankaj Gupta)

Company Secretary

Membership No.: F-4647