



Triveni Engineering & Industries Ltd

Regd. Office : A-44, Hosier Complex, Phase-II Extension, Noida-201 305, U.P.

Corporate Office : 8th Floor, Express Trade Towers, 15-16, Sector - 16A, Noida - 201301, U.P.

Tel: 91 120 4308000 / Fax: 91 120 4311010-11

E-mail : shares@trivenigroup.com Website : <http://www.trivenigroup.com>

CIN:L15421UP1932PLC022174

Dear Shareholder,

The Securities and Exchange Board of India (“SEBI”) vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 as amended by corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 on August 4, 2023 (“SEBI circulars”) has introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market.

The new mechanism to raise a complaint/dispute under the investor grievance redressal mechanism (including through the ODR web portal) is, as below:

1. Level 1 – Raise with Registrar and Transfer Agent (“RTA”)/Company:

Initially, all grievances/disputes/complaints against the Company are required to be directly lodged with the RTA/the Company.

Shareholders may lodge the same with the-

- 1) RTA by sending an email at einward.ris@kfintech or by sending physical correspondence at

M/s. KFin Technologies Limited
Unit- Triveni Engineering & Industries Limited,
Selenium Tower B, Plot 31-32, Gachibowli,
Financial District, Nanakramguda, Hyderabad-500032

Or

- 2) The Company Secretary by sending an email at shares@trivenigroup.com or by sending physical correspondence at:

Triveni Engineering & Industries Limited
8th Floor, Express Trade Towers, 15-16, Sector - 16A, Noida - 201301, U.P.

2. Level 2 – SEBI SCORES:

Grievances/disputes/complaints which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the Company/RTA, then a complaint may be raised on SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in>. FAQs on the process to be followed for registration/lodging complaints/disputes, is available at the weblink <https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

3. Level 3 – ODR Platform:

The shareholder can initiate online dispute resolution through the ODR portal, within the applicable timeframe under law, after the option to resolve complaint/dispute with the Company through the routes available at Level 1 and Level 2 are exhausted. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details, please refer the SEBI Circulars.

Alternatively, the shareholder can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company /RTA was not satisfactorily resolved or at any stage of the subsequent escalations above.

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 fee for registration of complaints/ disputes on the ODR Portal. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor/ listed entity/ its RTA (as the case may be).

Thank you for your continued support and trust in Triveni Engineering & Industries Limited. If you have any questions or require further information, please feel free to reach out to us.

Best Regards,

For Triveni Engineering & Industries Limited

Geeta Bhalla

Group Vice President & Company Secretary

M.No.9475