



CSL Finance Limited

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Date December 06, 2023

Dear Shareholder

Sub: Introduction of Online Dispute Resolution Mechanism (ODR system)

Securities and Exchange Board of India ("SEBI") vide Circular Nos. 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 04, 2023 and Master Circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 (updated as on August 11, 2023) has introduced a common Online Dispute Resolution Portal ("**ODR Portal**") to facilitate online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

The aforesaid SEBI Master circular on Online Dispute Resolution can be accessed on the website of SEBI at www.sebi.gov.in

[CIRCULAR DATED July 31, 2023](#)

[CIRCULAR DATED August 04, 2023](#)

[MASTER CIRCULAR DATED August 11, 2023](#)

Above circulars are also available at the website of company and RTA

In view of the above, the new procedure of raising complaints / disputes under the investor grievance redressal mechanism is provided below:

Level-1	<p><u>Lodging of Complaints with the Company/ Company's Registrar and Transfer Agent (RTA)</u></p> <p>An investor shall first take up his/her grievance against the Company/RTA by lodging a complaint directly with the Company's Registrar and Transfer Agent (RTA).</p> <p>Address of the Company RTA:</p> <p>MAS Services Limited T-34, 2nd Floor, Okhla Industrial Area, Phase-II, New Delhi 110020 Phone:- 011-26387281-83, 41320335 Email for investor grievance: investor@masserv.com</p>
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	<p>Website: www.masserv.com</p> <p>Investor can also lodge complaint to company at the address mentioned on the top.</p>
Level-2	<p>If the grievance is not redressed satisfactorily in the Level 1 within 21 days of lodgments, the investor may escalate the same through the SEBI SCORES Portal which can be accessed at https://scores.gov.in/.</p> <p>FAQs on the process to be followed for registration, lodging of complaints or disputes, is available at</p> <p style="text-align: center;">FAQ ON SCORES</p>
Level -3	<p>If the investor is still not satisfied with the outcome at Level 2, investor can initiate Online Dispute Resolution through the ODR Portal at https://smartodr.in/login.</p> <p>Alternatively, the investor can initiate dispute resolution through the ODR Portal if the grievance lodged with Company/Company's RTA was not satisfactorily resolved or at any stage of the subsequent escalations mentioned in the above Levels (prior to or at the end of such escalation/s).</p> <p>The dispute resolution through the ODR Portal can be initiated only when the complaint/dispute is not under consideration in terms of the above Level 1 or Level 2 or SCOREs guidelines as applicable or not pending before any arbitral process, court, and tribunal or consumer forum or are non-arbitrable in terms of Indian law.</p> <p>There shall be no fees for registration of a complaint/dispute on the ODR Portal</p>

Procedure for registration at ODR portal as given below-

1. <https://smartodr.in/login>
2. If you are not having account create your account by clicking [create one here](#)
3. After successfully registration at ODR portal you register dispute by clicking tab File a new dispute

Thanking you

Yours faithfully,

For CSL FINANCE LIMITED

SD/-

Preeti Gupta

Company Secretary & Compliance Officer

Membership No. ACS-A43593