



**ISGEC HEAVY ENGINEERING LIMITED**

**CIN: L23423HR1933PLC000097**

**Regd. Office: Radaur Road, Yamuna Nagar-135001 (Haryana)**

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**Website: [www.isgec.com](http://www.isgec.com)**

Dear Member,

**Subject: Isgec Heavy Engineering Limited – Intimation regarding Common Online Dispute Resolution Portal (“ODR Portal”)**

- i. SEBI vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 provided guidelines for online resolution of disputes in the Indian securities market through establishment of common Online Dispute Resolution Portal, which harness online conciliation and online arbitration for resolution of disputes arising between investors/clients and listed companies or specified intermediaries / regulated entities in the security market.
- ii. Accordingly, a SMART ODR Portal (i.e., Securities Market Approach for resolution through a common Online Dispute Resolution Portal) has been setup by the 7 (seven) Market Infrastructure Institutions (MII's) together with the participation of reputed ODR Institutions, in accordance with the aforementioned circular. The SMART ODR Portal can be accessed at <https://smartodr.in/login>
- iii. This platform is designed to enhance investor grievance redressal by enabling investors to access Online Dispute Resolution Institutions for the resolution of their complaints.
- iv. SEBI vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 dated August 4, 2023 further clarified that the investor shall first take up his/her/their grievance with the Market Participants (Listed companies, specified intermediaries, regulated entities) by lodging a complaint directly with the concerned Market Participant(s). If the grievance is not addressed satisfactorily, the investor may escalate the same through the SCORES Portal (i.e., <https://scores.gov.in/scores/Welcome.html>). After exhausting the above options, if the investor is not satisfied with the outcome, he/she/ they can initiate dispute resolution through ODR Portal.
- v. Aforesaid SEBI Circulars and link of SMART ODR Portal are available on the website of the Company i.e., [www.isgec.com](http://www.isgec.com), under the head 'Investor Relations'.

Thanking you,

Yours faithfully,

**For Isgec Heavy Engineering Limited**

**Sachin Saluja**

**Company Secretary & Compliance Officer**

**Notes:**

- 1. Please do not reply to this e-mail, as this e-mail id is not monitored.**
- 2. This is computer generated letter and does not require signature.**