



emami* paper mills limited

regd. office : 687 anandapur e.m. bypass kolkata 700 107 india
phone: 91 33 6613 6264 fax : 91 33 6613 6900 email : emamipaper@emamipaper.com website : www.emamipaper.in
CIN : L21019WB1981PLC034161

16th January 2024

To
The Secretary
BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street
Mumbai- 400001
Scrip Code: 533208

To
The Secretary
National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E)
Mumbai – 400 051
NSE Symbol-EMAMIPAP

Dear Sir/Madam,

Sub: Intimation on availability of Online Dispute Resolution (ODR) Mechanism to the Shareholders of the Company

Pursuant to the Circular No. No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, updated till December,20,2023, issued by the Securities and Exchange Board of India (SEBI) on the captioned subject, we have communicated to the shareholders regarding ODR mechanism to facilitate the online resolution of disputes, if any.

A copy of the said communication is enclosed herewith for your kind reference.

The link to the ODR Portal as well as the aforesaid SEBI Circular can also be accessed on the website of the Company at www.emamipaper.in.

This is for your kind information and record.

Thanking you,

Yours faithfully,

For Emami Paper Mills Limited,



Debendra Banthiya
Company Secretary
M. No.: F 7790

Encl: As above



**Awareness about Online Resolution of Disputes in the Indian Securities Market through
Common Online Dispute Resolution ('ODR') Portal**

The Securities and Exchange Board of India ("SEBI") vide its Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 (updated till December 20, 2023), has introduced a common Online Dispute Resolution Portal ("ODR Portal") to facilitate online resolution of disputes arising in the Indian Securities Market.

To enhance investor awareness on the ODR mechanism, a brief overview of the process is provided for your easy reference:

Level 1 – Raising of complaints/disputes with the Company or its Registrar and Transfer Agent (RTA):

Shareholders are advised to first lodge their complaint/ grievance/ dispute directly with the Company or its RTA.

Shareholders of the Company may lodge their concerns through e-mail to the Company at investor.relations@emamipaper.com or to its RTA at mdpldc@yahoo.com or by sending physical correspondence to the Company or its RTA at the following address:

Address of Company	Address of RTA
The Company Secretary	The Compliance Officer
EMAMI PAPER MILLS LIMITED 687, Anandapur, 1st Floor, EM Bypass Kolkata – 700107, West Bengal	MAHESHWARI DATAMATICS PRIVATE LIMITED 23, R N Mukherjee Road, 5th Floor, Kolkata - 700 001

Level 2 – SEBI Complaints Redress System ("SCORES") Platform:

In case the grievances/complaints/disputes are not redressed satisfactorily at **Level 1**, or if the shareholder is not satisfied with the resolution provided by the Company/ RTA, then the same may be escalated through the SEBI Complaints Redress System("SCORES") Platform which can be accessed at <https://www.scores.gov.in/>.

Level 3 – ODR Platform:

In case the shareholder is not satisfied with the resolution provided at **Level 1 or 2**, then they can initiate dispute resolution through the ODR Portal, within the timeframe as provided under applicable law. The link for accessing the ODR Portal is <https://smartodr.in/login>.



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Note:

1. The link to the ODR Portal as well as the aforesaid SEBI Circular can also be accessed on the website of the Company at www.emamipaper.in.
2. Shareholders may initiate dispute resolution through the ODR Portal without having to go through SCORES Portal (i.e. From Level 1 to Level 3), if the grievance lodged with the Company is not resolved satisfactorily;
3. It may be noted that the dispute resolution through the ODR Portal can be initiated only if such complaint/dispute is not under consideration with the Company or SCORES guidelines or pending before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law;
4. There shall be no fees for registration of complaints/disputes on the ODR Portal. However, the process of conciliation/arbitration through the ODR Portal may attract a fee, and shareholders are requested to kindly refer to the abovementioned SEBI Circular or latest Circular issued by SEBI in this regard;
5. Shareholders are requested to refer the recent SEBI Circulars for the operational guidelines and modalities of the ODR Portal including timelines for reviewing and resolving complaints filed through the ODR Portal.

For any queries on the above matter, shareholders may contact the Company's Registrar & Share Transfer Agent, Maheshwari Datamatics Private Limited at mdpldc@yahoo.com or the Company at investor.relations@emamipaper.com

Thanking You,

Yours Faithfully,

For **Emami Paper Mills Limited,**

Debendra Banthiya
Company Secretary
FCS- 7790

