

**Regd. Office:**

411, Arunachal Building,  
19 Barakhamba Road,  
Cannaught Place New Delhi-110001

**Corp. Office :**

D-234, Sector-63  
Noida 201301 (U.P.)

**Works :**

Plot no. 102, Sector-07, IIE,  
Sidcul Haridwar, 249403  
India

**Date: - 16<sup>th</sup> January, 2024**

<b>BSE Limited</b> Dalal Street, Phiroze Jeejeebhoy Towers, Mumbai 400 001 <b>Scrip Code: 543923</b>	<b>The National Stock Exchange of India Limited</b> Exchange Plaza, 5th Floor, Plot No. C/1, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051. <b>Symbol: IKIO</b>
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**Subject: Shareholders awareness on Introduction of Online Dispute Resolution (ODR) Portal by SEBI**

Dear Sir/Ma'am,

We wish to inform you that Securities and Exchange Board of India ("SEBI") vide its circular dated July 31, 2023 read with its Circular dated August 4, 2023 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 ODR Portal provides shareholders with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service related complaint between shareholders and company including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the aforesaid SEBI Circulars. In view of the above, the Company has registered itself on the SMART ODR Portal.

In order to make shareholders aware about the ODR mechanism, the process is given below:

**Level 1 - Raise with the Company/ KFIN Technologies Limited (Registrar and Transfer Agent) ("RTA"):**

Initially, all grievances/ disputes/ complaints against the Company/RTA are required to be directly lodged with the Company/RTA. Shareholders may lodge the same by sending an email to [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com)/[secretarial@ikiolighting.com](mailto:secretarial@ikiolighting.com) or by sending physical correspondence at corporate office of the company / company's RTA at Selenium Building, Tower - B, Plot No.31 & 32, Financial District, Nanakramguda, Serilingampally, Telangana, Hyderabad – 500032.

**Level 2 - SEBI Complaints Redress Systems ("SCORES"):**

The grievances/ disputes/ complaints which remain unresolved 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 SCORES platform of SEBI which can be accessed at <https://www.scores.gov.in>.

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**Level 3 – ODR Platform:**

**In case the shareholder is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process can be initiated through the ODR portal.**

The link to access ODR Portal as well as SEBI's circulars are hosted on the website of the Company at [www.ikio.in](http://www.ikio.in) under Home Page of Investor Section and also given as under:

1. ODR Portal: [SMARTODR](#)
2. SEBI Circular dated 31.07.2023:  
<https://ikio.in/uploads/shareholdinginformation/Smart%20ODR%20SEBI%20Circular%20Dated%2031st%20July%202023.pdf>
3. SEBI Circular dated 04.08.2023:  
<https://ikio.in/uploads/shareholdinginformation/Transcript%20of%20%2007th%20Annual%20General%20Meeting.pdf>

**Important notes with respect to ODR portal are as under:**

- a. 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.
- b. There are no fees for registration of a complaint/dispute on the ODR portal. However, the process of conciliation or arbitration through ODR Portal may attract fees and the same shall be borne by the concerned Shareholder /Company/other market participant as the case may be.

For any query on the above matter, shareholders may contact the Company at [secretarial@ikiolighting.com](mailto:secretarial@ikiolighting.com). Shareholders are requested to note the same.

The said communication is also uploaded on Company's website [www.ikio.in](http://www.ikio.in).

Yours faithfully,

**Thanking You,  
FOR IKIO Lighting Limited**

**Sandeep Kumar Agarwal  
Company Secretary & Compliance Officer**