



SCOOBEE DAY GARMENTS (INDIA) LIMITED

Online Dispute Resolution Portal (ODR)

SEBI vide Master Circular No. SEBI/HO/OIAE//OIAE_IAD-1/P//CIR/2023/131 dated July 31, 2023, read with a Corrigendum No. SEBI/ HO/OIAE//OIAE_IAD 1/P//CIR/2023/135 dated August 4, 2023, and further a Master Circular No. SEBI/HO/OIAE//OIAE_IAD 1/P//CIR/2023/145 dated August 11, 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. Any unresolved issues pertaining to any service related complaints between members and listed entity including its Registrar and Share Transfer Agents in the securities market will be resolved in accordance with the abovementioned SEBI Circular. The ODR portal allows investors with additional mechanism to resolve the grievances in the following manner:

Level 1: Raise grievances/complaints/disputes with the company/ Cameo Corporate Services Limited (Registrar and Share Transfer Agent (“RTA”)):

Initially, all grievances/ disputes/complaints against the Company/RTA are required to be directly lodged with the company/ RTA. Members may lodge the same by sending an email to

Company Secretary at info@scoobeedygarments.com

RTA at investor@cameoindia.com

Or by sending physical correspondence at

Cameo Corporate Service Limited

Subramanian Building, No.1,
Club House Road, Chennai – 600 002
Tamil Nadu, India.
Ph:044 – 4002 0700

Online Investor Portal: <https://wisdom.cameoindia.com>.

Level 2: Raise complaints/grievances/disputes on the SEBI SCORES platform.

Grievances/disputes/complaints which are resolved at Level 1, or if the member is not satisfied with the resolution provided by the RTA /Company, then a complaint may be raised on SEBI Complaints Redress System ("SCORES") which can be accessed at <https://www.scores.gov.in>.

Level 3: Raise grievances/ Complaints/disputes on the ODR Portal

In case the Member is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process may be initiated through the ODR portal at <https://smartodr.in> within the applicable timeframe under law.

Notes

- a). This is to clarify that the Member(s) 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.
- b). It may be noted that the 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-arbitral under Indian Law.
- c). There is no fee for Registration of complaints/grievances/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/Company/RTA (as the case may be).
- d) Investors may also refer to the modalities and operational guideline of the ODR portal including timeliness for review/resolution of complaints filed through the portal, manner of proceedings to be conducted by the ODR instructions, role and responsibilities of market infrastructure intermediaries, code of conduct for conciliators and arbitrators etc. as provided in the SEBI Circulars referred above.

The aforesaid SEBI master Circular can be accessed on the website of SEBI at <https://sebi.gov.in/> or on the website of the company at [http://scoobeedaygarments.com/kvpbil/uploads/announcements/300923121428SEBI_circular no. 131 dated 31.07.2023 - ODR.pdf](http://scoobeedaygarments.com/kvpbil/uploads/announcements/300923121428SEBI_circular_no.131_dated_31.07.2023_ODR.pdf).

Securities Market Approach for Resolution through ODR (SMART ODR Portal) is available for Members on <https://smartodr.in/login>.