

## Overview of the Online Dispute Resolution Mechanism

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 read with a Corrigendum No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 issued by SEBI on August 4, 2023 (collective referred as “**SEBI ODR Circular**”) has widen the scope of the existing dispute resolution mechanism in Indian Securities Market by introducing a common Online Dispute Resolution Portal (“ODR Portal”) which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

Under this mechanism, any unresolved issues of the investors/shareholders will be resolved through the ODR Portal in accordance with the above-mentioned SEBI Circulars.

While the Company has attempted to provide a brief overview of the process and on using the mechanism to register/raise a complaint through the ODR Portal as under, the Investors are encouraged to refer the full **SEBI ODR Circular** as attached to this document.

### **Level 1: Raising of Complaint / dispute with the Company / Registrar & Transfer Agent**

Shareholders shall first initiate their grievances with the Company or its Registrar and Transfer Agents i.e. Link Intime India Private Limited (RTA) by lodging their complaint / dispute through email or by delivering below physical documents to the Company or its RTA as follows:

#### **Registrar and Transfer Agents**

Link Intime India Private Limited  
Noble Heights, 1<sup>st</sup> Floor, NH-2, C-1 Block LSC,  
Near Savitri Market, Janakpuri, New Delhi-110058  
Email id: delhi@linkintime.co.in

#### **Cyber Media (India) Limited (The Company)**

Corporate Office: Cyber House, B-35, Sector-32,  
Gurugram-122003  
Email Id: investorcare@cybermedia.co.in

### **Level 2: Escalating Complaint / dispute through the SEBI SCORES Portal:**

In case the grievance/complaint is not resolved satisfactorily at level 1, Shareholders may register their grievance/complaint on the SEBI Complaints Redress Systems (SCORES) platform in accordance with the process laid out at [www.scores.sebi.gov.in](http://www.scores.sebi.gov.in).

### **Level 3: Resort to ODR Mechanism**

After exhausting the above two options (level 1 and level 2) or at any stage of the subsequent escalations provided through the SCORES platform, if Shareholders are still not satisfied, they may initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>.

There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Company/respective market participant.

**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.**

Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, roles and responsibilities of Market Infrastructure Intermediaries, Code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars at <https://www.sebi.gov.in/>.

For any queries on the above matter, investors may contact the Company's Registrar & Transfer Agent, Link Intime India Private Limited at [delhi@linkintime.co.in](mailto:delhi@linkintime.co.in) or the Company at [investorcare@cybermedia.co.in](mailto:investorcare@cybermedia.co.in).

**Click on the link below to access the SMART Online Resolution of Dispute**

**Portal <https://smartodr.in/login>**

***Enclosure: SEBI ODR Circulars***