



MAZAGON DOCK SHIPBUILDERS LIMITED

(A Govt. of India Enterprise)

Corporate Identity Number: L35100MH1934GOI002079

Registered and Corporate Office: Dockyard Road, Mumbai - 400010, Maharashtra, India

Phone: 23762015, E-mail: investor@mazdock.com Website: www.mazagondock.in

Dear Member,

Subject: Introduction of Online Dispute Resolution Portal by SEBI

Securities and Exchange Board of India (“SEBI”) has introduced a common Online Dispute Resolution (“ODR”) Portal to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. ODR Portal can be accessed/ approached by the Member for dispute resolution within the applicable Law of Limitation for any unresolved issues pertaining to service related complaints between members and listed entity including its Registrar & Share Transfer Agents which are not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

Members are advised to follow the below mentioned process for resolution of their disputes:

Step 1 – Lodging complaint/ grievance/ dispute with the Registrar & Share Transfer Agent (RTA)/ Company:

Members are advised to first lodge their complaint/ grievance/ dispute directly with the Company or the RTA, their contact details are mentioned below:

Company

Smt. Madhavi Kulkarni
Company Secretary
Mazagon Dock Shipbuilders Limited
Dockyard Road, Mumbai, Maharashtra,
India, 400010
Phone: 022-23762015
Email ID: investor@mazdock.com
Website: <https://mazagondock.in/>

Registrar & Share Transfer Agent

Mr. Jagdeep Kumar Singla
Deputy General Manager
Alankit Assignments Limited
Alankit House, 4E/2 Jhandewalan Extension, New
Delhi – 110055
Contact No : +91-11-4254 1971
Email : alankit_md1@alankit.com
Website: <https://www.alankit.com/>

Step 2 – SEBI Complaints Redress Systems (“SCORES”) Platform:

If the complaint/ grievance/ dispute is not resolved at Step 1 or if the member is not satisfied with the resolution provided by the Company/ RTA, a complaint/ grievance/ dispute may be raised on SCORES platform of SEBI which is accessible at <https://scores.sebi.gov.in/>.

Step 3 – ODR Platform:

If the complaint/ grievance/ dispute remains unresolved as per the timelines prescribed for the SCORES Portal, the member may escalate the same through the ODR portal at <https://smartodr.in/login>.

The Master Circular for Online Dispute Resolution issued by SEBI has been uploaded on the website of the Company and can be accessed at https://mazagondock.in/images/pdf/SEBI_Circular_20092023.pdf.

This is for your information, please.

For Mazagon Dock Shipbuilders Limited

Sd/-

(Madhavi Kulkarni)

Company Secretary & Compliance Officer

ACS No. 15663