



**J. KUMAR INFRAPROJECTS LIMITED**

**CIN: L74210MH1999PLC122886**

**Regd Off: J. Kumar House, CTS No. 448, 448/1, 449, Subhash Road, Vile Parle (East),  
Mumbai 400 057, Maharashtra, India**

**Phone: +91 22 67743555, Fax: +91 22 26730814,**

**Email: [info@jkumar.com](mailto:info@jkumar.com), [investor.grievances@jkumar.com](mailto:investor.grievances@jkumar.com),**

**Website: [www.jkumar.com](http://www.jkumar.com)**

**December 20, 2023**

To,

The General Manager  
Department of Corporate Services  
BSE Ltd  
Phiroze Jeejeebhoy Towers, Dalal Street,  
Mumbai - 400 001

The Listing Department  
National Stock Exchange of India Ltd  
Exchange Plaza, Plot No. C/1, G- Block  
Bandra- Kurla Complex, Bandra East  
Mumbai - 400 051

**Scrip Code: 532940 and Scrip Name: JKIL  
ISIN: INE576I01022**

**Sub: Communication sent to members regarding Online Dispute Resolution in the Indian Securities Market.**

Dear Sir,

We are forwarding herewith email communication as sent to the members of J. Kumar Infraprojects Limited on December 19, 2023, about introduction of Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of disputes arising in the Indian securities market.

*for J. Kumar Infraprojects Limited*

**Poornima  
Company Secretary**

**Enclosures: As Above**



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**December 19, 2023**

Dear Shareholder(s),

We wish to bring to your kind notice provisions of SEBI Circular No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 followed by Corrigendum cum Amendment vide Circular. No. SEBI/HO/OIAE/OIAE\_IAD1/P/CIR/2023/135 dated August 4, 2023 on Online Resolution of Disputes (“ODR”) in the Indian Securities Market and the salient points of the said SEBI Circular is as follows-

The Securities and Exchange Board of India (SEBI) vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 on July 31, 2023 has introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of disputes arising in the Indian securities market. The said circular was further amended by SEBI on August 4, 2023 (vide corrigendum- ref. no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135). The ODR Portal provides an additional mechanism to resolve the grievances in the following manner:

**1. Level 1 – Raise with Registrar and Transfer Agent (“RTA”)/ Company:**

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the RTA/ the Company.

**Shareholders may lodge the same with-**

- a) RTA by sending an email at [investor@bigshareonline.com](mailto:investor@bigshareonline.com) or by sending physical correspondence at-

(Registrar and Share Transfer Agent address)

Bigshare Services Private Limited

Office No S6-2, 6<sup>th</sup> Floor, Pinnacle Business Park, Next to Ahura Centre, Mahakali Caves Road, Andheri (East) Mumbai – 400093, Tel: 022–62638200



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- b) Company by sending an email at [investor.grievances@jkumar.com](mailto:investor.grievances@jkumar.com) or by sending physical correspondence at-

(Company Address)

J. Kumar House, CTS No. 448, 448/1, 449, Subhash Road, Vile Parle (East), Mumbai 400057, Maharashtra, India, Tel: 22-68717900

### 2. Level 2 – SEBI SCORES:

For grievances/ disputes/ complaints which are not redressed satisfactorily at Level 1, the investor/client may in accordance with the through SEBI Complaints Redress System (“SCORES”) guidelines, escalate the same through SCORES portal in accordance with the process laid out therein. The SCORES portal may be accessed at <https://www.scores.gov.in>.

FAQs on the process to be followed for registration / lodging complaints / disputes, is available at <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

### 3. 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 (“ODR”) process may be initiated through the ODR portal within the applicable timeframe under law.

### 4. Important Notes:

- a) This is to clarify that the shareholder(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 or at any stage of the subsequent escalations prior to or at the end of such escalation/s.
- b) The dispute resolution through the ODR portal can be initiated only when such complaint / dispute is not under consideration in terms of the paragraphs above or SCORES guidelines as applicable or not pending before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law or are non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the Market Participant)



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- c) There is no fee for registration of complaints / 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/ listed entity/ its RTA (as the case may be).

The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the Company's website at [www.jkumar.com](http://www.jkumar.com)

Member(s) are requested to go through the SEBI circular(s) for necessary guidance on the matter.

Thanking you,

**For J. Kumar Infraprojects Limited**

Sd/-  
**Poornima Reddy**  
**Company Secretary**