

# TIDE WATER OIL CO. (INDIA) LTD.

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CIN: L23209WB1921PLC004357  
An ISO 9001 : 2015 Company

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## **AWARENESS ON AVAILABILITY OF ONLINE DISPUTE RESOLUTION (ODR) MECHANISM AT STOCK EXCHANGES AGAINST LISTED COMPANIES AND REGISTRAR TO AN ISSUE AND SHARE TRANSFER AGENTS (RTAs)**

To enhance the awareness of investors of the Company about the availability of the Online Dispute Resolution Mechanism at Stock Exchanges, we wish to inform all the shareholders of the Company that SEBI vide its Circular dated 31<sup>st</sup> July, 2023, read with SEBI Circular dated 4<sup>th</sup> August, 2023 and further read with SEBI Circular dated 20<sup>th</sup> December, 2023 (hereinafter collectively referred to as 'the Circulars') has established a common Online Dispute Resolution (ODR) Portal which harnesses online conciliation and online arbitration for resolution of any disputes arising against Tide Water Oil Company (India) Ltd. (the 'Company') and Maheshwari Datamatics Private Limited, Registrar and Share Transfer Agent (RTA), in the Indian Securities Market.

Under this mechanism, any dispute(s) or unresolved issues of any service requests/service-related complaints between investors/shareholders and listed companies including their RTA or any other specified intermediaries/ regulated entities arising out of latter's activities in the securities market, will be resolved in accordance with the above-mentioned SEBI Circulars.

A brief overview for initiating the process of Dispute Resolution Process is as follows:

- An Investor/Shareholder may initiate his/her/their grievance redressal process with the Company through designated persons/officials who handle issues relating to complaints/ grievances. Details of these designated persons/officials are displayed on our official website at the weblink <https://www.veedolindia.com/assist-investor-grievances>.
- In case the grievance/complaint is not resolved satisfactorily, an Investor/Shareholder may register his/her/their grievance/complaint on the SEBI Complaints Redress Systems (SCORES) platform in accordance with the process laid out at [www.scores.gov.in](http://www.scores.gov.in).
- Alternatively or at any stage of the subsequent escalations provided through the SCORES platform or having an non-satisfied outcome, an investor/shareholder may initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>.
- The link to the ODR Portal is also hosted on our official website at [www.veedolindia.com](http://www.veedolindia.com).  
(Path: Investor Corner > Shareholders Information > SEBI Online Dispute Resolution Platform)
- Investor/Shareholders may note that there shall be no fees for Registration of a complaint/dispute on the ODR portal against the Company/RTA or any intermediaries. However, fees for initiation of Conciliation or Arbitration process including applicable GST, stamp duty etc. as specified in the Circulars shall be borne by the Company/respective market participant.

