A NAVRATNA CPSE

Dear Members,

Sub: Introduction of Online Dispute Resolution (ODR) Portal by SEBI for members of the Company

Securities and Exchange Board of India ("SEBI") has issued its Master Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 dated August 11, 2023 on "Online Resolution of Disputes in the Indian Securities Market " read with SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/191 dated December 20, 2023 and SEBI/HO/OIAE/IGRD/CIR/P/ 2023/156 dated September 20, 2023, and has introduced a common Online Dispute Resolution Portal ("ODRP") to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. The ODR provides members with an additional mechanism to resolve their grievances.

In this regard, the process to facilitate online resolution of disputes by members is briefed below for smooth process of complaints:

I. **To raise complaints with the Company / BEETAL Financial & Computer Services Pvt Ltd. [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, by sending an email to cswhudco@hudco.org/ beetalrta@gmail.com or by sending physical correspondence at:

BEETAL Financial & Computer Services Pvt Ltd.
BEETAL HOUSE,
3rd Floor-99, Madangir, Behind LSC,
New Delhi – 110062
Contact person: Shri S.P Gupta
Ph. 011-42959000-09, 011-29961281-283, 26051061, 26051064
Fax 011-29961284
Email Id: beetalrta@gmail.com
Website link: https://beetal.in/

II. **SEBI Complaints Redress Systems ("SCORES"):**

The grievances/ disputes/ complaints which remain unresolved as above, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SCORES platform of SEBI which can be accessed at https://www.scores.gov.in.

III. **ODR Platform:**

In case the member is not satisfied with the resolution provided by the Company/RTA and SCORES Platform, then the online dispute resolution process can be initiated through the ODR portal.

Important notes with respect to ODR portal are as under:

The link to access the ODR Portal along with all the SEBI Circulars issued in this respect are hosted on our website at https://hudco.org.in// It may be noted that the 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-arbitral under Indian Law.

For any queries on the above matter, investors may contact the Company's RTA, BEETAL Financial & Computer Services Pvt Ltd. at beetalrta@gmail.com or the Company at cswhudco@hudco.org

Yours Faithfully
For Housing and Urban Development Corporation Limited

Sd/-
Vikas Goyal
Company Secretary & Compliance Officer