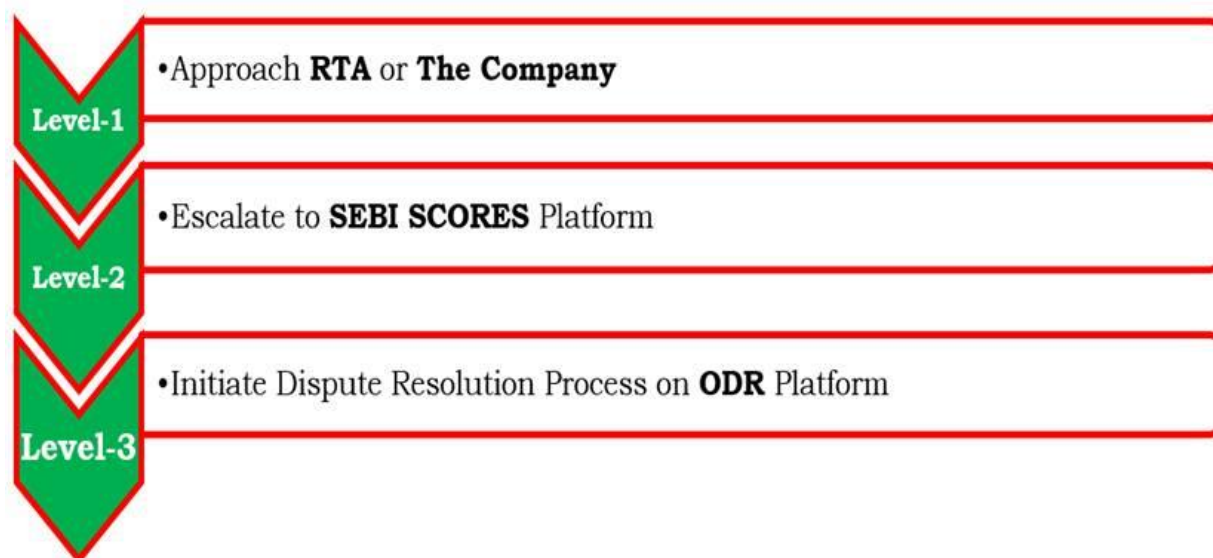


Dear Shareholder(s),

The Securities and Exchange Board of India ("SEBI") vide circular no. SEBI/HO/OIAE/OIAE\_IAD1/P/CIR/2023/131 on July 31, 2023, SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 on August 04, 2023, SEBI/HO/OIAE/IGRD/CIR/P/2023/156 on September 20, 2023 and SEBI/HO/OIAE/OIAE\_IAD-3/P/CIR/2023/191 on December 20, 2023 (collectively known as **Circulars**) has introduced a common Online Dispute Resolution ("**ODR**") mechanism to facilitate online resolution for all kinds of grievances/disputes/complaints arising in the Indian securities market. The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:



### **Level 1: Raise your concerns with Registrar and Transfer Agent (RTA)/ Company**

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

The shareholder(s) may lodge their grievances/disputes/complaints by sending an email to Company's RTA i.e., M/s. XL Softech Systems, Hyderabad at [xlfield@gmail.com](mailto:xlfield@gmail.com) or by sending physical correspondence at: M/s. XL Softech Systems (Unit: JOCIL LIMITED), 3, Sagar Society, Road No.2, Banjara Hills, Hyderabad - 500 034, Telangana

Further, shareholder(s) can also write to the Company at [jocil@jocil.net](mailto:jocil@jocil.net) or send physical correspondence to the registered office of the Company.

### **Level 2: SEBI SCORES**

In case the RTA/Company fails to redress the grievances/disputes/complaints of the Shareholder(s) within the applicable time frame under law at Level 1 or if the shareholder is not satisfied with the resolution provided by the Company/ RTA, then the shareholder(s) may escalate the same on the SEBI Complaints Redress System ("SCORES") Platform at <https://www.scores.gov.in> in accordance with the process laid out therein.

### **Level 3: ODR Mechanism**

If the Shareholder(s) is not satisfied with the resolution(s) provided at Level 1 or 2, or grievances/disputes/complaints of the shareholders are not resolved then the Online Dispute Resolution process may be initiated through the ODR Portal at <https://smartodr.in/login> within the applicable timeframe under law.

#### **Important Notes:**

1. The shareholder(s) are requested to initiate dispute resolution through the ODR Portal only if the grievances/disputes/complaints lodged with the RTA/the Company at Level 1 or on the SCORES Platform at Level 2 are not resolved to satisfaction.
2. The shareholder(s) may initiate dispute resolution through ODR Portal without having to go through SCORES Portal (i.e Level 1 to Level 3) if the grievance lodged with the Company is not resolved satisfactorily.
3. The dispute resolution through the ODR Portal can be initiated only if such grievances/disputes/complaints are not pending before any arbitral process, court and tribunal or consumer forum.
4. The dispute resolution through the ODR Portal cannot be initiated if the same is non-arbitrable under Indian law or if the same is against the Government of India/President of India or a State Government/Governor of a State.
5. There is no fee for registration of Complaints/Disputes on 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)
6. Please refer the aforesaid SEBI Circulars for the applicable fees and charges relating to registration of grievances/disputes/complaints on the ODR Portal and for conciliation/arbitration process through the ODR Portal.
7. The Master Circular issued by SEBI containing detailed information about the ODR mechanism has been made available on SEBI's website at <https://www.sebi.gov.in>

For any queries on the above matter, investors may contact RTA, XL Softech Systems at [xlfield@gmail.com](mailto:xlfield@gmail.com) or the Company at [jocil@jocil.net](mailto:jocil@jocil.net).

Thanks and Regards,

For **JOCIL LIMITED**

Sd/-

**K Raghuram**

Secretary & Compliance officer