



एण्ड्रू यूल एण्ड
कम्पनी लिमिटेड
(भारत सरकार का उद्यम)



ANDREW YULE & COMPANY LIMITED

(A GOVERNMENT OF INDIA ENTERPRISE)

'YULE HOUSE', 8, DR. RAJENDRA PRASAD SARANI, KOLKATA-700 001
POST BOX : 150, TELEPHONE : 2242-8210, 2242-8550, FAX : 91-033-2242-9770
Website : www.andrewyule.com E-mail : com.sec@andrewyule.com
CIN No. L63090WB1919GOI003229



आज़ादी का
अमृत महोत्सव
अ्याड्रू इडल अ्याण्ड
कॉम्पनी लिमिटेड
(भारत सरकार केरु एकटल सङ्घ)

Ref.: AY/Sect1/2A

27th December, 2023

The General Manager
Corporate Relationship Department
BSE Limited,
P. J. Towers,
Dalal Street, Fort,
Mumbai – 400 001

Dear Sir(s),

Sub.: Intimation to members on availability of Online Dispute Resolution (ODR) Mechanism

Pursuant to the Circulars issued by the Securities and Exchange Board of India (SEBI) on the captioned subject, please find attached the copy of communication sent to our members/shareholders w.r.t. Introduction of Online Dispute Resolution (ODR) Portal.

This is for your kind information and record.

Yours faithfully,
For Andrew Yule & Co. Ltd.

(Sucharita Das)
Company Secretary

Encl.: As above.



ANDREW YULE & COMPANY LIMITED

[A Government of India Enterprise]

Registered Office: "Yule House", 8, Dr. Rajendra Prasad Sarani, Kolkata - 700 001
CIN: L63090WB1919GOI003229; Ph.: 033 2242-8210/8550; Fax No.: 033 2242-9770;
E-mail: com.sec@andrewyule.com; Website: www.andrewyule.com

27th December, 2023

Ref: Folio / DP Id & Client Id No:

Name of the Member/Shareholder:

Dear Member/Shareholder,

Subject: Introduction of Online Dispute Resolution Portal by SEBI

The Securities and Exchange Board of India ("SEBI") vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 as amended by corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023 ("SEBI circulars") has introduced a common Online Dispute Resolution ("ODR") mechanism 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 - Registering complaint/grievance/dispute with the Registrar & Share Transfer Agent (RTA)/Company:

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

Company:	Registrar & Share Transfer Agent:
Shri Ayan Dutta, Dy. Company Secretary Andrew Yule & Company Limited Yule House, 8, Dr. Rajendra Prasad Sarani, Kolkata, West Bengal – 700 001 Tel.: (033) 2242 – 8210, (033) 2242-8550 E-mail: com.sec@andrewyule.com Website: www.andrewyule.com	M/s. MCS Share Transfer Agent Ltd. 383, Lake Gardens, 1 st Floor, West Bengal, Kolkata – 700 045. Tel.: (033) 4072 4051/ 4052 /4053 E-mail: mcssta@rediffmail.com

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

If the Grievance/dispute/complaint is not resolved at Step 1 or if the member/shareholder is not satisfied with the resolution provided by the Company/RTA, then a complaint/grievance/dispute may be raised on SEBI Complaints Redress System (“SCORES”) platform of SEBI which is accessible at <https://www.scores.gov.in>.

The process to be followed for registration/lodging grievance/dispute/complaint on “SCORES” Platform, is available at the web link - <https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

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>.

This is for your information, please.

For Andrew Yule & Company Limited

Sd/-

(Sucharita Das)

Company Secretary &

Compliance Officer

FCS No. 5159