

DP Id & Client Id :  
Name of Shareholder :

**Sub: Awareness on availability of Online Dispute Resolution (ODR) Mechanism for resolution of Complaints/Disputes and timeline for nomination in eligible Demat Accounts.**

We would like to bring to the attention of the Shareholders of Apollo Pipes Limited (“**the Company**”) and educate about the recent circulars issued by Securities and Exchange Board of India (“**SEBI**”) on the below mentioned subjects and request you to take note of its contents.

**I. ONLINE DISPUTE RESOLUTION MECHANISM**

The SEBI vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 as amendment by corrigendum cum amendment vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 dated August 4, 2023, by master circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145 dated August 11, 2023 and further by circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023 has introduced a common Online Dispute Resolution (“ODR”) mechanism which harnesses online conciliation and online arbitration to facilitate online resolution of all kinds of disputes arising in the Indian securities market.

The ODR Portal establish due connectivity with the SEBI SCORES portal / SEBI Intermediary portal and allows Shareholders with additional mechanism to resolve the grievances. Any unresolved issues pertaining to any service-related complaints between Shareholder and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular in the following manner:

**Level 1 – Raise the grievance with the Company/Beetal Financial & Computer Services Pvt. Ltd. (Registrar and Transfer Agent):**

Initially, all grievances/ disputes/ complaints against the Company / Registrar and Transfer Agent (“**the RTA**”) are required to be directly lodged with the Company/ RTA.

**Where the dispute is with the RTA-** Shareholders may lodge the same by sending an email to [beetal@beetalfinancial.com](mailto:beetal@beetalfinancial.com) or by sending physical correspondence at: Beetal House, 3rd Floor, 99, Madangir, Behind Local Shopping Centre, Near Dada Harsukhdas Mandir New Delhi -110062; or

**Where the dispute is with the Company -** Shareholders may lodge the same by sending an email to [compliance@apollopipes.com](mailto:compliance@apollopipes.com) or by sending physical correspondence at the registered office situated at 37, Hargobind Enclave, Vikas Marg, New Delhi-110092, India or at the corporate office situated at A- 140, Sector 136. Noida, Uttar Pradesh-201301.

**Level 2 – SEBI Complaints Redressal Systems (“SCORES Portal”).**

In accordance with the SCORES guidelines and in accordance with the process laid out therein, grievances/ disputes/ complaints which are not resolved at Level 1, or if the Shareholder is not satisfied with the resolution provided at Level 1, then a complaint may be escalated on SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in>.

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**APOLLO PIPES LIMITED**

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Corporate Office : A-140, Sector-136, Noida-201301 (U.P.), India  
Manufacturing Unit : Dadri (U.P.), Ahmedabad (Gujarat), Bangalore (Karnataka), India  
Tel: 0120-2973411 | Toll Free No. : 1800-121-3737 | Email: [info@apollopipes.com](mailto:info@apollopipes.com)  
Website : [www.apollopipes.com](http://www.apollopipes.com) | CIN : L65999DL1985PLC022723

### **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 process may be initiated through the ODR portal within the applicable timeframe under law, which can be accessed at <https://smartodr.in/login> and the same can also be accessed through Company's website at <https://www.apollopipes.com/>.

### **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.
- b) It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint/ dispute is not in consideration under Level 1 or Level 2 above or pending before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law.
- c) There is no fee for registration of complaints/ disputes on the ODR Portal and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Shareholder /Company/RTA as the case may be.
- d) Shareholders may also refer link to access the ODR Portal as well as to the modalities of the ODR portal and operational guidelines and instructions including timelines for registration / review / resolution of complaints/ disputes filed through the portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of market infrastructure intermediaries, code of conduct for conciliators and arbitrators etc. as provided in the SEBI Circulars referred above and on the website of the Company.

## **II. EXTENSION OF TIMELINE FOR NOMINATION IN ELIGIBLE DEMAT ACCOUNT**

SEBI vide circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/158 dated September 26, 2023 has extended the timeline for submission of 'choice of nomination' with respect to the demat accounts and submission of PAN, Nomination, Contact details, Bank A/c details and Specimen signature for their corresponding folio numbers with respect to Physical securities, to **December 31, 2023**. Further, following services can be availed by the security holder(s) only upon furnishing the complete documents / details as mentioned above:

- Lodging grievance or avail any service request from the RTA; and
- Payment including dividend, interest or redemption, in respect of such folios, only through electronic mode with effect from **April 01, 2024**.

The aforementioned SEBI circulars can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the Company's website at <https://www.apollopipes.com/>.

For any queries on the above matters, please contact the Registrar and Share Transfer Agent, at [beetal@beetalfinancial.com](mailto:beetal@beetalfinancial.com) or the Company at [compliance@apollopipes.com](mailto:compliance@apollopipes.com)

Assuring you of our best cooperation at all times.

Yours Faithfully  
For **Apollo Pipes Limited**

Sd/-  
**Ankit Sharma**  
Company Secretary & Compliance Officer