



Triveni Turbine Limited

CIN: L29110UP1995PLC041834

Registered office :A-44 Hosiery Complex, Phase II Extn, Noida-201305, Uttar Pradesh

Corporate office : 8th Floor, Express Trade Towers, Plot no.15-16, Sector 16A, Noida- 201301, Uttar Pradesh

Phone : 91 120 4308000, Fax : 91 120 4311010-11

Website: www.triveniturbines.com E-mail : shares.ttl@trivenigroup.com

Dear Shareholder,

The Securities and Exchange Board of India (“SEBI”) vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 as amended by corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 on 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.

The new mechanism to raise a complaint/dispute under the investor grievance redressal mechanism (including through the ODR web portal) is, as below:

1. Level 1 – Raise with Registrar and Transfer Agent (“RTA”)/Company:

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

Shareholders may lodge the same with the-

- 1) RTA by sending an email at rta@alankit.com or by sending physical correspondence at

M/s. Alankit Assignments Ltd.
Unit- Triveni Turbine Limited,
Alankit heights
4E/2, Jhandewalan Extension, New Delhi -110055

Or

- 2) The Company Secretary by sending an email at shares.ttl@trivenigroup.com or by sending physical correspondence at :

Triveni Turbine Limited,
8th Floor, Express Trade Towers,
Plot no.15-16, Sector 16A, Noida- 201301, Uttar Pradesh

2. Level 2 – SEBI SCORES:

Grievances/disputes/complaints which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the Company/RTA, then a complaint may be raised on SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in>. FAQs on the process to be followed for registration/lodging complaints/disputes, is available at the weblink <https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

3. Level 3 – ODR Platform:

The shareholder can initiate online dispute resolution through the ODR portal, within the applicable timeframe under law, after the option to resolve complaint/dispute with the Company through the routes available at Level 1 and Level 2 are exhausted. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details, please refer the SEBI Circulars.

Alternatively, the shareholder can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company /RTA was not satisfactorily resolved or at any stage of the subsequent escalations above.

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-arbitrable under Indian law.

There is no fee for registration of complaints/ disputes on the 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).

Thank you for your continued support and trust in Triveni Turbine Limited. If you have any questions or require further information, please feel free to reach out to us.

For Triveni Turbine Limited

Rajiv Sawhney
Company Secretary
M.No. A8047