

Dear Shareholder (s),

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

Kindly note that SEBI vide circular no. SEBI/ HO/ OIAE/OIAE_IAD-1/ P/ CIR/ 2023/ 131 on **July 31, 2023** has introduced **Online Dispute Resolution (ODR)** mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market.

To enhance investor awareness on the ODR mechanism, a brief overview of the process is provided for your easy reference:

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

As a first step, all grievances/ disputes/ complaints against the Company are required to be directly lodged with RTA &/ or Company.

In the case of Mangalam Organics Limited (the Company), **Link Intime (India) Private Limited** is our RTA and Shareholders may lodge their concerns by sending an email to investor.helpdesk@in.mpms.mufig.com or by sending physical correspondence at:

MUFG Intime (India) Private Limited
C-101, 247 Park, L.B.S. Marg,
Vikhroli (West), Mumbai - 400 083
Email: investor.helpdesk@in.mpms.mufig.com
Tel: (022) 4918 6270 / 4918 6000 Fax: (022) 4918 6060

You can also write to the Company at cs@mangalamorganics.com

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>.

Level 3: ODR Mechanism

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 at <https://smartodr.in/> login within the applicable timeframe under law.

The link to the ODR Portal is also displayed on our website at www.mangalamorganics.com

Important Notes:

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.

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).

The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/>

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, **Link Intime (India) Private Limited** at satyan.desai@in.mpms.muvg.com or the Company at cs@mangalamorganics.com