

Introduction of Online Dispute Resolution Portal ("ODR Portal") by the Securities and Exchange Board of India ("SEBI") for the Members of Clean Max Enviro Energy Solutions Limited (Formerly known as Clean Max Enviro Energy Solutions Private Limited) ("Company")

NOTICE is hereby given to inform the members and investors of Clean Max Enviro Energy Solutions Limited (Formerly known as Clean Max Enviro Energy Solutions Private Limited) ("Company") that the Securities and Exchange Board of India ("SEBI"), vide its circular no. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated 31 July 2023 read with updated circulars and corrigendum, has introduced an Online Dispute Resolution Portal ("ODR Portal") for resolution of disputes arising in the Indian securities market between investors/members/clients (including institutional/corporate clients) and listed entities, including their Registrar and Transfer Agents ("RTAs"). The ODR Portal provides members with an additional mechanism for resolution of their grievances.

To create awareness among members regarding the ODR mechanism, the process for grievance redressal is set out below:

Level 1: Lodging the grievance with the Company / MUFG Intime India Private Limited, Registrar and Transfer Agent ("RTA"):

All grievances, disputes or complaints relating to the Company / RTA should first be lodged directly with the Company or its RTA by sending an email or by submitting physical documents at the following addresses:

MUFG Intime India Private Limited (RTA)	Clean Max Enviro Energy Solutions Limited (Company)
Address: C 101, 247 Park, Lal Bahadur Shastri Marg, Surya Nagar, Gandhi Nagar, Vikhroli West, Mumbai, Maharashtra 400083	Address: 4th Floor, The International, 16 Maharshi Karve Road, New Marine Lines Cross Road No. 1, Churchgate, Mumbai, Maharashtra 400020
Email ID: investor.helpdesk@in.mpms.mufig.com	Email ID: secretarial@cleanmax.com

Level 2: Escalation of complaints / dispute through SEBI SCORES Portal:

If the grievance, dispute or complaint remains unresolved at *Level 1*, or if the member is not satisfied with the resolution provided by the Company / RTA, the member may escalate the matter by lodging a complaint on SEBI's SCORES platform, accessible at <https://scores.sebi.gov.in>. Members may register on the SCORES platform by clicking on "Sign in / Sign up" on the top right-hand side corner and selecting "Register". While completing the registration form, details such as the investor's name, Permanent Account Number ("PAN") and date of birth are required for PAN verification. Upon successful PAN verification, additional details such as address, mobile number and email ID are required to be provided for effective communication and speedy redressal of grievances. Upon successful registration, a unique User ID and password shall be generated and communicated to the complainant through an acknowledgement email.

Level 3: Reference to the ODR Mechanism:

After exhausting the above two mechanisms, i.e., *Level 1* and *Level 2*, or at any stage of subsequent escalation through the SCORES platform, if the member remains dissatisfied with the resolution, the member may initiate dispute resolution through registration on the ODR Portal at <https://smartodr.in/login>.

Follow below steps to resolve dispute through the SMART ODR Portal –

1. **Register on SMART ODR Portal:** Click on "Create Account" to register on the platform.
2. **File a New Dispute:** Click on "File New Dispute" to begin.
3. **Select Intermediary:** Select the "Intermediary" against whom you wish to file dispute.
4. **Select Category:** Select the relevant "Categories" for your dispute.
5. **Enter Dispute Details:** Fill details of the dispute and attach relevant files or documents.
6. **Track Resolution Progress:** Once your dispute is filed, you can track progress under the Dispute Timeline.

NOTE –

- The aforesaid SEBI circular is available on [SEBI | Master Circular for Online Resolution of Disputes in the Indian Securities Market](#).

Yours faithfully,

Clean Max Enviro Energy Solutions Limited
(formerly known as Clean Max Enviro Energy Solutions Private Limited)

Ullash Parida
Company Secretary and Compliance Officer
ICSI Membership No.: FCS 8689