

QUEST CAPITAL MARKETS LIMITED

(Formerly known as BNK Capital Markets Limited)

CIN: L34202WB1986PLC040542

Regd. Office: Duncan House, 31, Netaji Subhas Road, Kolkata – 700 001

Tel No: (033) 6625 1000/1500; TELEFAX: (033): 22306844;

E-mail: secretarial.qcml@rpsg.in; website: www.qcml.in

INTRODUCTION OF ONLINE DISPUTE RESOLUTION (ODR) PORTAL BY SEBI FOR MEMBERS OF THE COMPANY

Dear Member,

The **Securities Exchange Board of India (“SEBI”)** vide its circular dated **July 31st, 2023** has introduced a common **Online Dispute Resolution Portal (“ODRP”)** to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. The ODRP provides members with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service-related complaints between members and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular.

In order to make members aware about the ODR mechanism, the process is given below:

Level 1- Raise with the Quest Capital Markets Limited (Company)/C.B. Management Services Private Limited [Registrar and Transfer Agent (“RTA”)]:

Initially, all grievances/ disputes/ complaints against the Company/RTA are required to be directly lodged with the Company/ RTA. Members may lodge the same by sending an email to secretarial.qcml@rpsg.in/ ranarc@cbmsl.co or by sending physical correspondence to:

Quest Capital Markets Limited (Company) Duncan House, 31 Netaji Subhas Road, Kolkata- 700 001, West Bengal Phone: 033 6625 1424 Email ID: secretarial.qcml@rpsg.in	C.B. Management Services Private Limited (RTA) P-22, Bondel Road, Kolkata- 700019 Phone: 033 4011 6700 Email ID: ranarc@cbmsl.co
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Level 2 - SEBI Complaints Redress Systems (“SCORES”):

The grievances/ disputes/ complaints that remain **unresolved at Level 1**, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on **SCORES platform** of SEBI which can be accessed at <https://www.scores.gov.in>

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Level 3 - ODR Platform:

In case the member is **not satisfied with the resolution provided at Level 1 or 2**, then the online dispute resolution process can be initiated through the ODR portal. Important notes with respect to ODR portal are as under:

The link to access the ODR Portal is <https://smartodr.in/login>

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, and tribunal or consumer forum or if the same is non-arbitrable under Indian Law.

There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/other market participant as the case may be.

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent **C.B. Management Services Private Limited** at ranarc@cbmsl.co or the Company at secretarial.qcml@rpsg.in.

For **Quest Capital Markets Limited**

Sd/-

Bhawna Agarwal

Company Secretary & Compliance Officer

Membership No.: A42296