



CENTRAL BANK OF INDIA

Head Office: Chander Mukhi, Nariman Point, Mumbai 400 021

Tel No: 022-66387575/7818

Website: www.centralbankofindia.co.in; **Email ID:** smird@centralbank.co.in

Dear Investors,

Sub: Introduction of Online Dispute Resolution Mechanism

Securities and Exchange Board of India ("SEBI") vide Circular Nos. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 and SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 04, 2023 and Master Circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 (updated as on August 11, 2023) has introduced a common Online Dispute Resolution Portal ("ODR Portal") to facilitate online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

The aforesaid SEBI Master circular on Online Dispute Resolution can be accessed on the website of SEBI at https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html and on the website of the Bank at <https://www.centralbankofindia.co.in/sites/default/files/Master-Circular-ODR-SEBI-Circular-date-11-08-2023.pdf>

In view of the above, the brief procedure of raising complaints / disputes under the Investor Grievance Redressal mechanism is mentioned as below:

Step I	<p><u>Lodging of Complaints with the Bank / Bank's Registrar and Transfer Agent (RTA)</u></p> <p>An investor shall first take up his/her grievance against the Bank by lodging a complaint directly with the Bank or Bank's Registrar and Transfer Agent (RTA).</p> <p><u>Address of the Bank:</u></p> <p>Central Bank of India Investor Relations Division, 9th Floor, Chandermukhi Buidling, Nariman Point, Mumbai -400 021, India, Tel No.: (+91-22) 66387575/7818, Email Id. agmcompsec@centralbank.co.in, investors@centralbank.co.in.</p> <p><u>Address of the Bank's RTA for Equity shares:</u></p> <p>Link Intime India Pvt. Ltd. C-101, 247 Park, LBS Marg, Vikhroli (West), Mumbai - 400 083. Tel No : 022-4918 6270 Fax : 022-4918 6060 E-mail ID : rnt.helpdesk@linkintime.co.in.</p>
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Address of the Bank's RTA for Bonds/Debentures:

MCS Share Transfer Agent Limited
Office No.3B3,
3RD Floor, "B" Wing,
Gundecha Onclave Premises Co-op Society Ltd,
Kherani Road, Sakinaka,
Andheri (East),
Mumbai – 400 072
Tel No:- 022-28516021
Email :-helpdesknum@mcsregistrars.com.

Step II If the grievance is not redressed satisfactorily in the **Level 1** within 21 days of lodgement, the investor may escalate the same through the SEBI Complaints Redress System (SCORES) Portal which can be accessed at <https://scores.gov.in/>.

FAQs on the process to be followed for registration, lodging of complaints or disputes, is available at <https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

Step III If the investor is still not satisfied with the outcome at **Level 2**, investor can initiate Online Dispute Resolution through the ODR Portal at <https://smartodr.in/login>.

Alternatively, the investor can initiate dispute resolution through the ODR Portal if the grievance lodged with the Bank/Bank's RTA was not satisfactorily resolved or at any stage of the subsequent escalations mentioned in the above Levels (prior to or at the end of such escalation/s).

The dispute resolution through the ODR Portal can be initiated only when the complaint/dispute is not under consideration in terms of the above **Level 1** or **Level 2** or SCOREs guidelines as applicable or not pending before any arbitral process, court, and tribunal or consumer forum or are non-arbitrable in terms of Indian law.

The dispute resolution through the ODR Portal can be initiated when within the applicable law of limitation (reckoned from the date when the issue arose/occurred that has resulted in the complaint/date of the last transaction or the date of disputed transaction, whichever is later).

With Regards,

Sd/

Company Secretary
Central Bank of India