



M.K. EXIM (INDIA) LIMITED

CIN: L63040RJ1992PLC007111

Registered Office: G-1/150, Garment Zone, EPIP, Sitapura, Tonk Road, Jaipur-302022, Rajasthan

Website: www.mkexim.com, **Email:** mkexim@gmail.com Phone.: 0141-3937501 02-03

Sub: Awareness about Online Resolution of Disputes in the Indian Securities Market through Online Dispute Resolution ('ODR') Portal.

Dear Shareholders,

We hereby draw your attention towards Securities and Exchange Board of India ("SEBI") circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 and SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023, whereby it 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 ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

- 1) Level 1 - Raising of Complaint / dispute with the Company/ its Registrar and Transfer Agent ("RTA"):**
- 2) Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the Company/ Its RTA.**

Shareholders of M.K. Exim (India) Limited may lodge the same by sending all the relevant documents through e-mail on: beetalrta@gmail.com or by sending physical correspondence along with all relevant documents at:

To the Company's RTA

Beetal Financial & Computer Services (P) Ltd.
Unit: M.K. Exim (India) Limited
Beetal House, 3rd Floor, 99, Madangir,
Behind Local Shopping Center,
Near Dada Harsukhdas Mandir,
New Delhi - 110 062.

- 3) Level 2 - SEBI SCORES PORTAL:**

Grievances/ disputes/ complaints which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the RTA / Company, then a complaint may be raised on SEBI Complaints Redress System ("SCORES") which can be accessed at <https://www.scores.gov.in>.

4) Level 3 - ODR Platform:

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 within the applicable timeframe under law. The link for accessing the ODR Portal is <https://smartodr.in/login>.

5) Important Notes:

a) The investor 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 (prior to or at the end of such escalation/s).

b) 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.

c) 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/>

Thanking You,

Yours faithfully
For M.K. Exim (India) Limited

Sd/-

Babu Lal Sharma
Company Secretary & Compliance Officer