

# SMVD POLY PACK LIMITED

16 STRAND ROAD, DIAMOND HERITAGE,  
8<sup>TH</sup> FLOOR, SUITE NO. 804B  
KOLKATA – 700001 INDIA  
PHONE: 9133 22350460, 22354254, Cell: 91 9330866856  
Email: smvd513@gmail.com  
Website: www.smvdpolypack.com  
CIN No. L25200WB2010PLC141483

**Date: 06.02.2024**

**Ref: SMVD/SE/2023-24/47**

**To,  
The Secretary,  
The National Stock Exchange of India Ltd.  
Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1,  
G Block, Bandra Kurla Complex,  
Bandra (E ), Mumbai.**

**Ref: Symbol – SMVD, Script – SMVD Poly Pack Limited**

Dear Sir,

**SUB : Intimation to Investors on availability of Online Dispute Resolution (ODR)  
Mechanism**

Pursuant to SEBI Circular No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 read with SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 dated August 04, 2023, SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-3/P/CIR/2023/191 dated December 20, 2023 and other relevant SEBI circulars, please find attached a copy of the communication for our investors, on dispute resolution through the SMART ODR Portal. The required information in accordance with the aforesaid circulars is also available on the website of the Company at [www.smvdpolypack.com](http://www.smvdpolypack.com)

We request you to kindly take the above on record.

Thanking You,

**Yours faithfully,  
For SMVD Poly Pack Ltd.**

Shikha Agarwal  
Company Secretary

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Dear Investors,

To enhance the awareness of investors about the availability of the common Online Dispute Resolution (“ODR Mechanism”) to facilitate online resolution of all kinds of disputes arising in the Indian Security Market, we wish to inform that SEBI vide its Circular dated July 31, 2023 read with SEBI Circular dated August 4, 2023, SEBI Circular dated December 20, 2023 and other relevant SEBI Circulars, has established a common ODR Portal which harnesses online conciliation and online arbitration for resolution of any disputes arising in the Indian Securities Market.

As per the said Circulars, investors shall first take up their grievance with the listed entity by lodging a complaint directly with the concerned listed entity/RTA at [cs@smvdpolypack.com/admin@skylinerta.com](mailto:cs@smvdpolypack.com/admin@skylinerta.com) and if the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal at [www.scores.gov.in](http://www.scores.gov.in), in accordance with the process laid out therein. After exhausting all available options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she can initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>. Alternatively, the investor/client can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company was not satisfactorily resolved in accordance with and subject to the aforesaid circulars.

Important notes with respect to ODR portal are as under:

1. The shareholder(s) are requested to initiate dispute resolution through the ODR Portal only if the grievances/disputes/complaints lodged with the RTA/the Company or on the SCORES Platform are not resolved to their satisfaction.
2. The dispute resolution through the ODR Portal can be initiated only if such grievances/disputes/complaints are not pending before any arbitral process, court, tribunal or consumer forum.
3. The dispute resolution through the ODR Portal cannot be initiated if the same is non-arbitrable under Indian law or if the same is against the Government of India/President of India or a State Government/Governor of a State.
4. Please refer the aforesaid SEBI Circulars for the applicable fees and charges relating to registration of grievances/disputes/complaints on the ODR Portal and for conciliation/arbitration process through the ODR Portal.

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5. The Master Circular issued by SEBI contains detailed information about the ODR mechanism and has been made available on the Company's website at [www.smvdpolypack.com](http://www.smvdpolypack.com) as well as on SEBI's website at <https://www.sebi.gov.in>.

You are kindly requested to take the above information on record.

Thanking You,

**Your faithfully,**  
**For SMVD Polypack Ltd.**

**Shikha Agarwal**  
**Company Secretary**