



Corp. Office: Shree Laxmi Woolen Mills Estate, 2nd Floor,
R.R. Hosiery, Off Dr. E. Moses Rd. Mahalaxmi, Mumbai - 400 011
Tel: (022) 3001 6600 Fax : (022) 3001 6601
CIN No. : L17100MH1905PLC000200

Date: March 01, 2024

To,

BSE Limited.
Phiroze Jeejeebhoy Towers,
Dalal Street, Fort, Mumbai - 400001

National Stock Exchange of India Limited.
"Exchange Plaza", Bandra Kurla Complex,
Bandra (E), Mumbai - 400051

(Security code: 503100)

(Symbol: PHOENIXLTD)

Dear Sir/Madam,

Sub: - Communication to Shareholders- Introduction of Online Dispute Resolution Portal by the Securities and Exchange Board of India ("SEBI")

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 as amended by corrigendum ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023, further amended by circular no. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/191 dated December 20, 2023, please find enclosed communication informing the Investors on introduction of a common Online Dispute Resolution ("ODR") mechanism by SEBI to facilitate online resolution of disputes (annexed as Annexure A).

The aforesaid SEBI Circulars are available on the Company's website at <https://www.thephoenixmills.com/investors/investor-forms> and link of the ODR Portal is made available on the home page of the website of the Company at www.thephoenixmills.com.

This intimation is also being uploaded on the Company's website at <https://www.thephoenixmills.com/investors/FY2024/Exchange-Intimations> in compliance with regulation 46(2) of the Listing Regulations.

We request you to take the above information on record.

Thanking You,

Yours Faithfully,
For The Phoenix Mills Limited

Gajendra Mewara
Company Secretary

Annexure A**THE PHOENIX MILLS LIMITED**

Registered Office: 462, Senapati Bapat Marg, Lower Parel, Mumbai - 400013

CIN: L17100MH1905PLC000200 **Phone:** +91 22 43339999

E-mail: investorrelations@phoenixmills.com; **Website:** <https://www.thephoenixmills.com>

March 01, 2024**Dear Shareholders**

The Securities and Exchange Board of India ("SEBI") vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 has introduced a common Online Dispute Resolution ("ODR") mechanism to facilitate online resolution of all kinds of grievances/disputes/complaints arising in the Indian securities market. The said circular was further amended by SEBI on August 4, 2023 (vide corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135) and December 20, 2023 vide circular no. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/191.

The ODR Portal allows investors with additional mechanism to resolve the grievances. The mechanism to raise complaints / disputes / grievances with three level of escalation under the investor grievance redressal mechanism is as below:

**1. Level 1 - Raise with Link Intime India Private Limited [Registrar and Transfer Agent ("RTA")]
/ Company:**

Initially, all grievances/ disputes/ complaints are required to be directly lodged with the RTA/ the Company.

Shareholders may lodge the same by sending an email to investorrelations@phoenixmills.com or rnt.helpdesk@linkintime.co.in or by sending physical correspondence at:

To the Company's RTA

Link Intime India Private Limited
Unit: The Phoenix Mills Limited
C-101, 247 Park, L B S Marg,
Vikhroli (West), Mumbai- 400083

2. Level 2 - SEBI SCORES PLATFORM:

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

FAQs on the process to be followed for registration / lodging complaints / disputes, is available at the weblink [FAQ-SCORES.pdf](#).

3. Level 3 – ODR Platform:

After exhausting options at Level 1 & Level 2, if the shareholder is still not satisfied with the resolution provided, then the online dispute resolution process may be initiated by the shareholder through the ODR portal within the applicable timeframe under law.

The link for accessing the ODR Portal is <https://smartodr.in/login>.

4. Important Notes:

- a) The shareholder could initiate dispute resolution through the ODR Portal if the grievance/dispute/complaint 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 grievance/complaint/ dispute is not pending before any arbitral process, court, tribunal, or consumer forum.
- c) 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.
- d) Please refer the SEBI circulars for the applicable fees and charges relating to registration of grievances/ dispute/complaints on the ODR portal and for conciliation / arbitration process through ODR portal.
- e) The aforesaid SEBI Circulars/ Corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company, <https://www.thephoenixmills.com/investors/investor-forms>.

This is for your kind information.

For **The Phoenix Mills Limited**

Sd/-
Gajendra Mewara
Company Secretary