



## **MAZAGON DOCK SHIPBUILDERS LIMITED**

(Govt. of India Enterprise)

**Corporate Identity Number:** L35100MH1934GOI002079

**Registered and Corporate Office:** Dockyard Road, Mumbai, Maharashtra, India – 400010

**Telephone:** +91 22 2376 2000/3000/4000

**E-mail:** investor@mazdock.com; **Website:** <https://mazagondock.in>

### **Investor Grievance Redressal Mechanism**

Our commitment to a transparent and fair relationship with our investors is paramount. This document details the investor redressal mechanism, which provides a clear pathway for addressing any concerns you may have.

Members are advised to follow the below mentioned process for expeditious resolution of their complaint/ grievance/ dispute, if any:

#### **Step 1 – Lodging complaint/ grievance/ dispute, if any, with the Registrar & Share Transfer Agent (RTA)/ Company:**

Members are advised to first lodge their complaint/ grievance/ disputes, if any, along with their DP ID/ Client ID and the contact details, directly with the Company or the RTA, on the address mentioned below:

##### **Company**

Shri. Lalatendu Acharya  
Company Secretary and Compliance Officer  
Mazagon Dock Shipbuilders Limited  
Dockyard Road, Mumbai, Maharashtra,  
India 400010  
Phone: +91 22 2376 2012  
E-mail ID: [investor@mazdock.com](mailto:investor@mazdock.com)  
Website: <https://mazagondock.in>

##### **Registrar & Share Transfer Agent**

Shri. Jagdeep Kumar Singla  
Deputy General Manager  
Alankit Assignments Limited  
205-208 Anarkali Complex, Jhandewalan Extension,  
New Delhi -110055  
Phone: +91 11 4254 1960  
E-mail ID: [alankit\\_md1@alankit.com](mailto:alankit_md1@alankit.com)  
Website: <https://www.alankit.com>

#### **Step 2 – SEBI Complaints Redress Systems (‘SCORES’) Platform:**

If the complaint/ grievance/ dispute is not resolved at Step 1 or if the member is not satisfied with the resolution provided by the Company/ RTA, a complaint/ grievance/ dispute may be raised on SCORES platform of SEBI which is accessible at <https://scores.sebi.gov.in/>.

#### **Step 3 – ODR Platform:**

If the complaint/ grievance/ dispute remains unresolved as per the timelines prescribed for the SCORES Portal, the member may escalate the same through the ODR portal at <https://smartodr.in/login>.

Securities and Exchange Board of India (‘SEBI’) has introduced a common Online Dispute Resolution (‘ODR’) Portal to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. ODR Portal can be accessed/ approached by the Member for dispute resolution within the applicable Law of Limitation for any unresolved issues pertaining to service related complaints between members and listed entity including its Registrar & Share Transfer Agents which are not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

The Master Circular for Online Dispute Resolution issued by SEBI has been uploaded on the website of the Company and can be accessed at [https://mazagondock.in/images/pdf/SEBI\\_Circular\\_20092023.pdf](https://mazagondock.in/images/pdf/SEBI_Circular_20092023.pdf).