

## **FCS SOFTWARE SOLUTIONS LIMITED**

Registered Office: 205, 2nd Floor, Aggarwal Chamber IV, 27, Veer Sawarker Block,  
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Email: hsharma3@fcsltd.com  
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CIN: L72100DL1993PLC179154

Dear Member,

**Sub: FCS Software Solutions Limited - Enhancing investor awareness on  
“Online Dispute Resolution (ODR) Mechanism” and Nomination in Demat account  
‘Choice of nomination’ in eligible demat accounts.**

**Ref.: SEBI Circulars SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 and  
SEBI/HO/MIRSD/POD-1/P/CIR/2023/193 dated December 27, 2023 respectively**

### **Online Dispute Resolution (“ODR”) mechanism:-**

The Securities Exchange Board of India (“SEBI”) vide its circular dated July 31, 2023 read with SEBI Circular dated August 4, 2023, has introduced a common Online Dispute Resolution Portal (“ODRP”) to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. The ODRP provides investors/members with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service-related complaints between investors and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular.

In order to make members aware about the ODR mechanism, the process is given below:

### **Level 1 - Raise with the Company / Link Intime India Private Limited [Registrar and Transfer Agent (“RTA”):**

Initially, all grievances/ disputes/ complaints against the Company/RTA are required to be directly lodged with the Company / RTA. Members may lodge the same by sending an email to investors@fcsltd.com/ [delhi@linkintime.co.in](mailto:delhi@linkintime.co.in) or by sending physical correspondence at:

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Regd. off: 205, 2nd Floor, Aggarwal Chamber IV, 27, Veer Sawarker Block, Vikas Marg, Shakerpur, Delhi  
Phone No.: +91-011-42418371  
Email id: - [investors@fcsltd.com](mailto:investors@fcsltd.com)

**Link Intime India Private Limited****Sunil Mishra**

Noble Heights, 1st Floor, Plot NH 2  
C-1 Block LSC, Near Savitri Market,  
Janakpuri, New Delhi – 110058

Phone No.: 011-49411000

Email id: - [delhi@linkintime.co.in](mailto:delhi@linkintime.co.in)

**Level 2 - SEBI Complaints Redress Systems (“SCORES”):**

If the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein. SCORES facility can be accessed through the web link at <https://www.scores.gov.in>.

**Level 3 - ODR Platform:**

In case the member is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process can be initiated through the ODR portal.

**Important notes with respect to ODR portal are as under:**

- a. The link to access the ODR Portal as well as modalities and operational guidelines of the ODRP including timelines for review/resolution of complaints filed through the portal, manner of proceedings to be conducted by the ODR institutions, roles and responsibilities of Market Infrastructure Intermediaries, Code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circular(s) are hosted on our website at <https://www.fcs ltd.com>
- 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 shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/other market participant as the case may be.

For any queries on the above matter, please contact the Registrar and Share Transfer Agent, at [delhi@linkintime.co.in](mailto:delhi@linkintime.co.in) or the Company at [investors@fcs ltd.com](mailto:investors@fcs ltd.com)

**Nomination in Demat account ‘Choice of nomination’ in eligible demat accounts**

SEBI vide circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/193 on December 27, 2023 for

'Choice of nomination' in eligible demat accounts to our shareholders on or before January 31, 2024, SEBI has been decided to extend the last date for submission of 'choice of nomination' for demat accounts and mutual fund folios to June 30, 2024

1. SEBI Circular dated December 27, 2023 regarding "Extension of timelines for providing 'choice of nomination' in eligible demat accounts and mutual fund folios
2. Investors shall have the choice of providing nomination or opting out nomination ('choice of nomination').
3. All existing demat account holders shall provide choice of nomination on or before June 30, 2024, failing which their accounts shall be frozen for debits.
4. Please check if your Stock Broker / Depository Participant ('DP') provides services for online updation.

**We request you to submit your choice of nomination with your DP on or before June 30, 2024.**

You may reach your DP for further queries, if any.

Assuring you of our best cooperation at all times.

Thanking you,

Yours faithfully,  
For **FCS Software Solutions Limited**

Sd/-  
**Harsha Sharma**

Company Secretary & Compliance Officer