



WEST COAST PAPER MILLS LIMITED

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Date: March 18, 2024

Dear Shareholders,

Subject: Awareness about Online Resolution of Disputes through Online Dispute Resolution ('ODR') Portal, updation of KYC and Demat of Physical Shares

Online Dispute Resolution ('ODR') Portal

We bring to your notice the SEBI Circulars on Online Resolution of Disputes – Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 and SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 04, 2023 about expanding the scope of the existing dispute resolution mechanism in Indian Securities Market by establishing a common Online Dispute Resolution (ODR) Mechanism which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

The ODR Portal allows investors with an additional mechanism to resolve the grievances in the following manner:

Level 1: Raise with Link Intime India Pvt. Ltd., Registrar and Share Transfer Agent (RTA)/West Coast Paper Mills Limited

Firstly, all the grievances/ complaints/ disputes against the Company will be directly lodged by sending email to the Company at: co.sec@westcoastpaper.com or by accessing the link for the RTA: https://liiplweb.linkintime.co.in/rnthelpdesk/Service_Request.html or may also send their correspondence at below address:

Link Intime India Pvt. Ltd.
(Unit: West Coast Paper Mills Ltd.,)
C-101, 247 Park, LBS Marg,
Vikhroli (West), Mumbai - 400083.
Phone No.: (022) 49186000

Level 2: SCORES Portal

In case the grievances/ complaints/ disputes are not resolved in level 1 or if the Shareholder is not satisfied with the resolution provided by the Company/ RTA, then the shareholder may register his/ her grievances/ complaints/ disputes on the SCORES Portal at <https://www.scores.gov.in>. FAQs on the process to be followed for registration / lodging complaints / disputes, is available at the weblink <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

Level 3: ODR Portal

In case the Shareholder is not satisfied with the resolution provided in level 2, then the online resolution can be availed by lodging the grievances/ complaints/ disputes through the ODR portal within the time frame under law at <https://smartodr.in/login>. The link for the ODR is also hosted on the website of the Company (under Investor Information) at <http://www.westcoastpaper.com/compliance/#com5>.

IMPORTANT NOTES:

- This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal only, if the grievance lodged against the Company/RTA on SCORES Portal (i.e., Level 1 and Level 2), is not resolved satisfactorily.
- 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-arbitral under Indian law.
- Investor/Shareholders may note that there shall be no fees for Registration of a complaint/dispute on the ODR portal against the Company/RTA or any intermediaries. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor/ Company/ its RTA (as the case may be).
- Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars referred above.
- The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in> or on the RTA's website: <https://liiplweb.linkintime.co.in/client-downloads.html> or on the Company's website (under Investor Information) at <http://www.westcoastpaper.com/compliance/#com5>

KYC Updation:

Shareholders are also advised to submit their PAN, Nomination details, contact details, Bank A/c details and Specimen signature to the RTA/depository participant/Company, as applicable, at the earliest, if not submitted earlier. The detailed Circular can be accessed at Company's website (under Investor Information) at <http://www.westcoastpaper.com/compliance/#com5>.

Pursuant to SEBI Circular, in case of non-updation of PAN or Choice of Nomination or Contact Details or Mobile Number or Bank Account Details or Specimen Signature in respect of physical folios, dividend etc. shall be paid only through electronic mode with effect from April 01, 2024 upon furnishing all the aforesaid details in entirety.

If a security holder updates the PAN, Choice of Nomination, Contact Details including Mobile Number, Bank Account Details and Specimen Signature after April 01, 2024, then the security holder would receive all the dividends etc. declared during that period (from April 01, 2024 till date of updation) pertaining to the securities held after the said updation automatically.

SEBI Circular and the List of Shareholders having discrepancy as mentioned above is available on the website of the company (under Investor Information) at <http://www.westcoastpaper.com/compliance/#com5>.

Demat of Physical Shares:

Pursuant to provisions under Regulation 40 of SEBI(LODR) Regulations 2015 and SEBI circular dated 25.01.2022, transfer of shares shall be processed only in dematerialized form with depository. Therefore all the shareholders are requested to dematerialize their physical shares, as soon as possible.

For any further queries/information, you may contact the company at co.sec@westcoastpaper.com or Company's Registrar & Share Transfer Agent at https://liiplweb.linkintime.co.in/rnthelpdesk/Service_Request.html This is for your kind information. Assuring you of our best services.

Thanking you,

Yours faithfully,

For West Coast Paper Mills Limited

Sd/-

Brajmohan Prasad

Company Secretary

(Membership No. F7492)