



Hawkins Cookers Limited

Registered Office: Maker Tower F 101, Cuffe Parade, Mumbai 400005.

CIN: L28997MH1959PLC011304; **Tel:** 022-2218 6607, 2218 1605; **Fax:** 022-2218 1190

Website: www.hawkinscookers.com; **E-mail:** ho@hawkinscookers.com

Date: 28/11/2023

Dear Shareholder,

The Securities and Exchange Board of India ("SEBI") vide Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023, and Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 dated August 11, 2023, introduced a common Online Dispute Resolution ("ODR") mechanism to facilitate the online resolution of all kinds of disputes arising in the Indian securities market.

The mechanism to raise a complaint/dispute under the investor grievance redressal mechanism (including through the ODR web portal) is as below:

1. Level 1 – Raise with Link Intime India Private Limited [Registrar and Transfer Agent (“RTA”)]/Company:

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

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

To the RTA:

Link Intime India Private Limited

Unit: Hawkins Cookers Limited

C-101, 247 Park, L B S Marg, Vikhroli (West).

Mumbai - 400083, Maharashtra

To the Company:

Hawkins Cookers Limited

Maker Tower F 101

Cuffe Parade

Mumbai - 400005, Maharashtra

2. Level 2 – SEBI SCORES:

Grievances/disputes/complaints which are not resolved 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://scores.gov.in/scores/Welcome.html>. FAQs on the process to be followed for registration/lodging complaints/disputes, are available at the weblink https://www.sebi.gov.in/sebi_data/faqfiles/nov-2021/1637573600882.pdf.

3. Level 3 – ODR Platform:

In case the shareholder is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process may be initiated through the ODR portal within the applicable timeframe under law. The ODR platform can be accessed at <https://smartodr.in/login>.

4. Important Notes:

- a) This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal without having to go through SCORES Portal (i.e. From Level 1 to Level 3), if the grievance lodged with the Company is not resolved satisfactorily.
- 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 is no fee for registration of complaints/disputes on the ODR Portal. However, the process of conciliation/arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor/listed entity/its RTA (as the case may be).

The aforesaid SEBI Circulars can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company - <https://www.hawkinscookers.com/sebiodr.html>.

You are also requested to update the email id with the RTA for the shares held in physical form and to your respected Depository Participant for the shares held in Demat form.

This is for your kind information. Assuring you of our best services.

Regards

Brahmananda Pani
Company Secretary
Hawkins Cookers Limited