

### **Level 1 - Raise with the Company / KFin Technologies 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 [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com) / [investors@oilindia.in](mailto:investors@oilindia.in) or by sending physical correspondence at:

KFin Technologies Limited  
Selenium Building, Tower B, Plot 31-32,  
Financial District, Nanakramguda  
Hyderabad, Telangana – 500 032  
Toll Free No : 1800 309 4001  
E-mail Address : [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com)  
Website : [www.kfintech.com](http://www.kfintech.com)

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

The grievances/ disputes/ complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SCORES platform of SEBI which can be accessed 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.**