

# LINK INTIME

Link Intime India Pvt Ltd  
CIN : U67190MH1999PTC118368  
Vaishno Chamber, 5th Floor,  
Room No. 502 & 503  
6, Brabourne Road, Kolkata - 700001  
Tel : 033-4004 9728 , Fax : 033-4073 1698  
E-mail : [kolkata@linkintime.co.in](mailto:kolkata@linkintime.co.in)  
Website : [www.linkintime.co.in](http://www.linkintime.co.in)

07.04.2020

We M/s. Link Intime India Pvt. Ltd. having registered office at C-101, 247 Park, L.B.S.Marg, Vikhroli (West), Mumbai- 400083 and its Branch office at Vaishno Chamber , 5<sup>th</sup> Floor, Room No. 502 & 503.6 Brabourne Road, Kolkata- 700 001 are acting as Registrar an Share Transfer Agents for on behalf on M/s Oriental Carbon & Chemicals Limited , do hereby certify the correctness of the following details.

Summary of Attended Letters  
From Date: 01.01.2020 to 31.03.2020

Sr. No.	Nature of Complaint	Number of Complaints Pending as on January 1 <sup>st</sup> , 2020	Number of Complaints received During the period January 1 <sup>st</sup> 2020 to March 31 <sup>st</sup> 2020	Number of Complaints disposed of during the period January 1 <sup>st</sup> 2020 to March 31 <sup>st</sup> 2020	Number of Complaints remained unresolved as on March 31 <sup>st</sup> 2020
1	Non-Receipt of Exchange Share Certificate(s)- BSE COMPLAINT	0	1	1	0
2	Non-Receipt of Share Certificate(s)	0	0	0	0
3	Non-Receipt of Stickers for change in the name of the Company	0	0	0	0
4	Non-Receipt of Dividend/Interest/Redemption Warrant	0	0	0	0
5	SEBI-Scores - Procedure for claiming shares from IEPF Authority /Non-receipt of dividend/Non-receipt of share certificate after conversion.	0	0	0	0
	<b>Total</b>	0	1	1	0

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## Important Note:

*As you are aware there are challenges faced internationally due to COVID 19 pandemic and the proactive steps taken by Govt. of India in declaring a 21 days lockdown effective from March 24, 2020 and extended further by another 19 days and prior to this date the advisory/prohibitory orders issued by the Government of India and various State Governments effective from mid of March 2020 in State of Maharashtra.*

*In this context, SEBI issued a Circular on April 13, 2020 for handling Investor Correspondence/Grievances/Complaints and relaxed the timelines for handling these with the equivalent period of lockdown declared by the Government of India i.e. 21 days over and above the prescribed time limits and in the event of further extension in the lockdown period as directed by the Government of India/State Governments additional relaxation in prescribed timelines for equal number of extended days in lockdown. In the said circular of April 13, 2020, circulars dated April 16, 2020 and April 17, 2020, SEBI had relaxed the timelines by different durations for various activities/investor requests/compliances. Whilst some of us are remotely working from home and trying our best to provide critical services to our clients, Regulation 13(3) of SEBI (LODR) Regulations, 2015 reports can reflect certain investor correspondence/grievances/ complaints inwards by our office from the period third week/last week of February, 2020 which was to be processed and released within 30 days as the case may be, has not been processed/released since our office was functional with bare minimum staff reporting to office from mid-March. Thereafter the lockdown was announced and made effective from mid night of March 24, 2020 where by the access to office was negligible. These are extraordinary circumstances beyond the control of RTAs.*

Additional clarifications in respect of issues faced by us releasing the demat requests after static data updation:

It is also pertinent to note that during the month of February 2020, most of the RTAs were experiencing problems in releasing the demat requests received from the shareholders through their DPs, as there have been lot of issues at both the Depositories end after the static data of the shareholders were uploaded with the depositories including matching of data between depositories, DN database syncing between the depositories, different file formats etc. resulting in delay in meeting the timelines by the RTAs in demat processing and release due to these inconsistencies. Please note during this challenging times certain transaction processed might be pending for release and certain DRN generated by DPs electronically but physical documents might not have been despatched by them or might have been despatched by the DP but not received by us/not inwards which has arisen due to the extraordinary circumstances as explained above.

Yours faithfully,  
For Link Intime India Pvt. Ltd.

S/d  
Kuntal Mustafi  
Asst. Vice President