

INFORMATION FOR HOLDER OF PHYSICAL SHARES: STANDARD OPERATING PROCEDURES (“SOP”) FOR DISPUTE RESOLUTION UNDER THE STOCK EXCHANGE ARBITRATION MECHANISM FOR DISPUTES BETWEEN HEG LIMITED (“THE COMPANY”) AND/OR MCS SHARE TRANSFER AGENT LIMITED (“COMPANY’S RTA) AND ITS SHAREHOLDER(S)/INVESTOR(S).

Dear Shareholder(s),

Re: SOP for Dispute Resolution under the Stock Exchange Arbitration Mechanism

Your attention is drawn to the recent SEBI Circular no. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/76 dated 30th May, 2022 read with SEBI Circular dated 08th April, 2022 on captioned subject, wherein SEBI has prescribed the SOP for operationalizing the resolution of all disputes pertaining to or emanating from investor service requests such as transfer/transmission of shares, demat/remat, issue of duplicate shares, transposition of holders etc. and investor entitlements like corporate benefits, dividend, bonus shares, rights entitlements, credit of securities in public issue, interest /coupon payments on securities and delay in processing/wrongful rejection of aforesaid investor service requests.

The Arbitration Mechanism shall be initiated post exhausting all actions for resolution of complaints including those received through SCORES Portal. The Arbitration reference shall be filed with the Stock Exchange where the initial complaint has been addressed.

The Procedure/SOP to be followed for dispute resolution under the Stock Exchange Mechanism for dispute between a Listed Entity and/or RTA’s and its Shareholder(s)/ Investor(s) as provided by above said circular is mentioned at the following Link:

[SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/76](https://www.sebi.gov.in/sebi_data/sectors/circulars_notifications/advisories/pdf/SEBI%2FHO%2FMIRSD%2FMIRSD_RTAMB%2FP%2FCIR%2F2022%2F76.pdf)