

Ref No: RML/2023-24/410

Date: October 18, 2023

To,
BSE Limited
Scrip Code: 543228

National Stock Exchange of India Limited
Symbol: ROUTE

Dear Sir/Madam,

Ref: Online Dispute Resolution (ODR) Mechanism & Extension of KYC updation timeline.

Sub: Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Pursuant to SEBI circular no. SEBI/ HO/ OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, please find enclosed the email sent to the shareholders informing about the introduction of a common Online Dispute Resolution ("ODR") mechanism by the SEBI to facilitate online resolution of disputes.

Further, the shareholders have also been informed about the SEBI circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/158 dated September 26, 2023 regarding the extension of timelines for submission of PAN, Nomination, Contact details, Bank A/c details and Specimen signature by physical security holders from September 30, 2023 to December 31, 2023, post which non-KYC folios will be frozen.

The same is also uploaded on the Company's website at www.routemobile.com.

Thanking you,
Yours truly,
For Route Mobile Limited

Rathindra Das
Group Head- Legal, Company Secretary & Compliance Officer
M. No F12663

Encl: as above



ROUTE MOBILE LIMITED
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Phone: +91 (22) 40337676 Fax: +91 (22) 40337650
Website: www.routemobile.com, Email: investors@routemobile.com

Dear [REDACTED],

ONLINE DISPUTE RESOLUTION MECHANISM

We would like to bring to your attention a recent circular issued by Securities and Exchange Board of India (SEBI) and urge you to take note of its contents.

The Securities and Exchange Board of India (“SEBI”) has issued a circular on July 31, 2023 (ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) and introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The said circular was further amended by SEBI on August 4, 2023 (vide corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135).

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

Level 1 – Raise with the listed entity / its Registrar and Transfer Agent:

Initially, all complaints / disputes against the issuer company (i.e., listed entity issuing securities) are required to be directly lodged with the listed entity / its Registrar and Transfer Agent (“RTA”).

[Shareholders of Route Mobile Limited (“Company”) may lodge the same by e-mail on: investors@routemobile.com or inward.ris@kfintech.com or by sending physical correspondence at: Route Mobile Limited, 4th Dimension, 3rd Floor, Mind Space, New Link Road, Malad (West), Mumbai - 400 064, India or to the Company's RTA at KFin Technologies Limited (Unit: Route Mobile Limited), Selenium Tower B, Plot 31 & 32, Financial District, Nanakramguda, Serilingampally Mandal, Hyderabad - 500 032.]

Level 2 – SEBI SCORES:

Disputes remaining unresolved at Level 1 may then be raised through SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in/>. FAQs on the process to be followed for registration / lodging complaints / disputes, is available at <https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

Level 3 – ODR Platform:

An investor can initiate online dispute resolution through the ODR portal, within the applicable timeframe under law, after the option to resolve complaint / dispute with the listed entity through the routes available at Level 1 and Level 2 are exhausted.

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.

The platform is live for registration of complaints/disputes by investors from September 16, 2023. The link of the ODR portal is <https://smartodr.in/login>

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 circular / corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the company's website at <https://routemobile.com/investors/grievance-redressal-and-other-relevant-details>.

EXTENSION OF TIMELINES FOR SUBMISSION OF PAN, NOMINATION AND KYC DETAILS BY PHYSICAL SECURITY HOLDERS

SEBI vide its circular SEBI/HO/MIRSD/POD-1/P/CIR/2023/158 dated September 26, 2023 which can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the Company's website at <https://routemobile.com/registrar-share-transfer-agent/> has extended the deadline for submitting PAN, Nomination, Contact, Bank A/c details, and specimen signature for physical security holders to December 31, 2023.

This is for your information.

For **Route Mobile Limited**

Sd/-

Rathindra Das
Group Head-Legal, Company Secretary & Compliance Officer
Membership No: FCS 12663