



10th ANNUAL REPORT 2019-20





(An RHI Magnesita Company)



BOARD OF DIRECTORS

Dr. Vijay Sharma

(Independent Director, Chairman)

Mr. Rama Shanker Bajoria (Independent Director)

Ms. Sonu Chadha (Independent Director)

Mr. Erwin Jankovits (Non-Executive Director)

Mr. Gustavo Lucio Goncalves Franco

(Non-Executive Director)

Mr. Parmod Sagar (Managing Director & CEO)

CHIEF FINANCIAL OFFICER

Mr. Sanjeev Bhardwaj

COMPANY SECRETARY

Mr. Sanjay Kumar

CORPORATE IDENTITY NUMBER (CIN)

L28113MH2010PLC312871

STATUTORY AUDITORS

M/s. Price Waterhouse Chartered Accountants LLP

COST AUDITORS

M/s. K. G. Goyal & Associates

SECRETARIAL AUDITORS

M/s. Naresh Verma & Associates

INTERNAL AUDITORS

M/s. Chaturvedi & Partners

REGISTERED OFFICE

C-604, Neelkanth Business Park,

Opp. Railway Station, Vidhyavihar (West),

Mumbai, Maharashtra - 400086

Tel. No. : +91 - 22 - 66090600 Fax No. : +91 - 22 - 66090601

E-mail : Bhi_ho@RHIMagnesita.com Web-site : www.orientrefractories.com

CORPORATE OFFICE

301, Tower B, EMAAR Digital Greens

Golf Course Road Extension

Sec- 61, Gurugram Haryana – 122011

Phone: +91-124-4062930

WORK

Bhiwadi Plant:

SP-148 A+B, RIICO Industrial Area,

Bhiwadi, Dist.-Alwar, Rajasthan-301019

Tel. No. : + 91 - 1493 - 222266 Fax : + 91 - 1493 - 222269

E-Mail: Bhi_ho@RHIMagnesita.com

Cuttack Plant:

Village- Bainchua,

Damaka Village Road,

Thana-Tangi, Cuttack,

Odisha-754022

SHARE REGISTRAR AND TRANSFER AGENT

Skyline Financial Services Private Limited

D-153 A, 1st Floor,

Okhla Industrial Area, Phase-I,

New Delhi - 110 020

Tel.: +91 - 11 - 40450193-97

Fax: +91 - 11 - 26812682

E-mail: admin@skylinerta.com; grievances@skylinerta.com

Website: www.skylinerta.com



Orient Refractories Limited (An RHI Magnesita Company)



CONTENTS

Particulars	Page No.
Notice	1
Director's Report	11
Statement under section 129 of the Companies Act, 2013 relating to Subsidiary Company	22
Report on Corporate Social Responsibility Activities	23
Secretarial Audit Report	25
Particulars of Energy Conservation, Technology Absorption and Foreign Exchange Earnings and Outgo required under the Companies (Accounts) Rules, 2014	28
Extract of Annual Return	29
Statement of Disclosure pursuant to Section 197 of the Companies Act, 2013	38
Corporate Governance Report	40
Independent Auditor's Certificate on Corporate Governance	59
Business Responsibility Report	60
Certificate of Non-Disqualification of Directors	69
Standalone Financial Statements	
Independent Auditors' Report	71
Balance Sheet	80
Statement of Profit & Loss	82
Statement of Change in Equity	83
Statement of Cash Flows	84
Notes forming part of the Financial Statements	86
Consolidated Financial Statements	
Independent Auditors' Report	118
Balance Sheet	125
Statement of Profit & Loss	127
Statement of Change in Equity	128
Statement of Cash Flows	129
Notes forming part of the Financial Statements	131



(An RHI Magnesita Company)



NOTICE

To, The Member(s), Orient Refractories Limited

Notice is hereby given that the tenth Annual General Meeting of Orient Refractories Limited will be held on Friday, 28 August 2020 at 3:30 p.m. IST through Video Conferencing ("VC") / Other Audio-Visual Means ("OAVM") to transact the following business:

ORIDNARY BUSINESS

- 1. To receive, consider and adopt:
 - a. the Audited Standalone Financial Statements of the Company for the financial year ended 31 March 2020, together with the Reports of the Board of Directors and the Auditors' thereon; and
 - the Audited Consolidated Financial Statements of the Company for the financial year ended 31 March 2020, together with the Report of the Auditors' thereon.
- 2. To declare a dividend on equity shares for the financial year 2019-2020.
- **3.** To appoint a Director in place of Mr. Parmod Sagar (DIN-06500871) who retires by rotation and, being eligible, offers himself for re-appointment.

SPECIAL BUSINESS

4. Appointment of Ms. Sonu Chadha as an Independent Director

To consider and if thought fit, to pass with or without modification(s), the following resolution as an **Ordinary Resolution**:

"RESOLVED THAT, pursuant to Section 149, 152, Schedule IV and other applicable provisions of the Companies Act, 2013 and the rules made thereunder, Ms. Sonu Chadha (DIN-00129923), who was appointed as an Additional Director (Independent) of the Company by the Board of Directors with effect from 13 August 2019 and who holds office till the date of the AGM, in terms of Section 161 of the Companies Act, 2013, and in respect of whom the Company has received a notice in writing from a member under Section 160 of the Companies Act, 2013 signifying his intention to propose Ms. Sonu Chadha as a candidate for the office of a Director of the Company, be and is hereby appointed as an Independent Director of the Company for a term of 5 years from the date of her appointment to 12 August 2024, not liable to retire by rotation."

5. Appointment of Mr. Gustavo Lucio Goncalves Franco as a Director of the Company

To consider and if thought fit to pass with or without modification(s) the following resolution as an **Ordinary Resolution**:

"RESOLVED THAT Mr. Gustavo Lucio Goncalves Franco (DIN-08754857) who was appointed by the Board of Directors as an Additional Director of the Company with effect from 6 June 2020 and who holds office up to the date of this AGM of the Company in terms of Section 161 of the Companies Act, 2013 and in respect of whom the Company has received a notice in writing from a member under Section 160 of the Act proposing his candidature for the office of Director of the Company, be and is hereby appointed a Director of the Company, liable to retire by rotation."

6. Variation in terms of remuneration of Mr. Parmod Sagar, Managing Director & CEO of the Company

To consider and if thought fit, to pass with or without modification, the following resolution as **Special Resolution:**

"RESOLVED THAT in partial modification of resolution passed in this regard by the members of the Company at 7th AGM held on 25 September 2017 and pursuant to the provisions of Section 196, 197, 198 read with Schedule V and other applicable provisions, if any, of the Companies Act, 2013 and the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, the consent and ratification of the members be and is hereby accorded with regard to variation in remuneration payable to the Managing Director & CEO to the extent that Mr. Parmod Sagar (DIN-06500871), Managing Director & CEO of the Company be paid potential bonus, on recommendation of Nomination & Remuneration Committee and approval of the Board of Directors, up to 50% maximum instead of up to 30% of the gross annual salary (annual salary includes basic salary, perquisites, allowances and retirement benefits) as approved by the members of the Company in their 7th AGM held on 25 September 2017 with effect from financial year 2020-21 for the remaining period of his tenure ending on 3 March 2023.



(An RHI Magnesita Company)



RESOLVED FURTHER THAT the above remuneration shall be subject to modification, as may be deemed fit by the Board from time to time and subject to the limits and stipulations prescribed by the Companies Act, 2013 read with Schedule V thereto, and/or any guidelines prescribed by the Government from time to time.

RESOLVED FURTHER THAT except for the aforesaid revision in terms of remuneration, all other terms and conditions of his appointment as Managing Director & CEO of the Company, as approved by the resolution passed at the 7th AGM of the Company held on 25 September 2017 shall remain unchanged.

RESOLVED FURTHER THAT for the purpose of giving effect to the above resolution the Board of Directors and/ or the Nomination and Remuneration Committee/the Company Secretary is/are hereby authorized to do all such acts, deeds and things, to enter into such agreement(s), deed(s) of amendment(s) or any such document(s), as the Board may, in its absolute discretion, consider necessary, expedient or desirable including power to subdelegate."

7. To approve the remuneration of the Cost Auditors for the financial year 2020-21

To consider and if thought fit to pass with or without modification(s) the following resolution as an **Ordinary Resolution**:

"RESOLVED THAT pursuant to the provisions of Section 148(3) and other applicable provisions, if any, of the Companies Act, 2013 and the rules made thereunder, the remuneration payable to M/s. K G Goyal & Associates, Cost Accountants (Firm Registration No. 000024), appointed by the Board Of Directors as Cost Auditors to conduct the Audit of the cost records of the Company for the financial year 2020-21, amounting to Rs. 75,000 (Rupees Seventy-Five Thousand only) as also the payment of service tax as applicable and re-imbursement of out of pocket expenses incurred in connection with the aforesaid audit, be and is hereby ratified and confirmed.

RESOLVED FURTHER THAT the Board of Directors of the Company be and is hereby authorised to do all acts and take all such steps as may be necessary, proper or expedient to give effect to this resolution."

By Order of the Board of Directors

Sanjay Kumar Company Secretary Membership No. ACS 17021

Gurugram, 29 June 2020

Registered Office:

C-604, Neelkanth Business Park,
Opp. Railway Station, Vidhyavihar (West),
Mumbai, MAHARASHTRA-400086
CIN: L28113MH2010PLC312871
T: +91 22 660 90 600, F: +91 22 660 90 601
info@orlindia.com; www.orientrefractories.com

Notes:

- 1. In view of the continuing Covid-19 pandemic, the Ministry of Corporate Affairs ("MCA") has vide its circular dated 5 May 2020 read with circulars dated 8 April 2020 and 13 April 2020 (collectively referred to as "MCA Circulars") permitted the holding of the Annual General Meeting ("AGM") through VC / OAVM, without the physical presence of the Members at a common venue. In compliance with the provisions of the Companies Act, 2013 ("Act"), SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations") and MCA Circulars, the AGM of the Company is being held through VC / OAVM.
- 2. The relevant details, pursuant to Regulations 26(4) and 36(3) of the SEBI Listing Regulations and Secretarial Standard on General Meetings issued by the Institute of Company Secretaries of India, in respect of Director seeking appointment/re-appointment at this AGM is annexed.
- 3. Pursuant to the provisions of the Act, a Member entitled to attend and vote at the AGM is entitled to appoint a proxy to attend and vote on his/her behalf and the proxy need not be a Member of the Company. Since this AGM is being held pursuant to the MCA Circulars through VC / OAVM, physical attendance of Members has been dispensed with. Accordingly, the facility for appointment of proxies by the Members will not be available for the AGM and hence the Proxy Form and Attendance Slip are not annexed to this Notice.
- 4. Institutional / Corporate Shareholders (i.e. other than individuals / HUF, NRI, etc.) are required to send a scanned copy (PDF/JPG Format) of its Board or governing body Resolution/Authorization etc., authorizing its representative to attend



(An RHI Magnesita Company)



the AGM through VC / OAVM on its behalf and to vote through remote e-voting. The said Resolution/Authorization shall be sent to the Scrutinizer by e-mail through its registered e-mail address to scrutinizer.orl@gmail.com with a copy marked to evoting@nsdl.co.in

5. Book closure and dividend:

- i. The Register of members and the Share transfer books of the Company will be closed from Tuesday, 11 August 2020 to Tuesday, 18 August 2020 (both days inclusive).
- ii. Payment of dividend as recommended by the Board of Directors, if approved at the meeting, will be paid to those members whose names are on the Company's register of members on 18 August 2020 and those whose names appear as beneficial owners as at the close of the business hours on 10 August 2020 as per the details to be furnished by the Depositories, viz. National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSL) for this purpose.
- 6. If the final dividend, as recommended by the Board of Directors, is approved at the AGM, payment of such dividend subject to deduction of tax at source will be made on Friday, 4 September 2020 as under:
 - To all Beneficial Owners in respect of shares held in dematerialized form as per the data as may be made available by the National Securities Depository Limited ("NSDL") and the Central Depository Services (India) Limited ("CDSL"), collectively "Depositories", as of the close of business hours on Monday, 10 August 2020.
 - ii. To all Members in respect of shares held in physical form after giving effect to valid transfer, transmission or transposition requests lodged with the Company as of the close of business hours on Monday, 10 August 2020.
- 7. As per Regulation 40 of SEBI Listing Regulations, as amended, securities of listed companies can be transferred only in dematerialized form with effect from, 1 April 2019, except in case of request received for transmission or transposition of securities. In view of this and to eliminate all risks associated with physical shares and for ease of portfolio management, members holding shares in physical form are requested to consider converting their holdings to dematerialized form. Members can contact the Company or Company's Registrars and Transfer Agents, Skyline Financial Services Private Limited ("SFSPL") for assistance in this regard.
- 8. To support the 'Green Initiative', Members who have not yet registered their e-mail addresses are requested to register the same with their DPs in case the shares are held by them in electronic form and with SFSPL in case the shares are held by them in physical form.
- 9. Members are requested to intimate changes, if any, pertaining to their name, postal address, e-mail address, telephone/ mobile numbers, Permanent Account Number (PAN), mandates, nominations, power of attorney, bank details such as, name of the bank and branch details, bank account number, MICR code, IFSC code, etc., to their DPs in case the shares are held by them in electronic form and to SFSPL in case the shares are held by them in physical form.
- 10. As per the provisions of Section 72 of the Act, the facility for making nomination is available for the Members in respect of the shares held by them. Members who have not yet registered their nomination are requested to register the same by submitting Form No. SH-13. The said form can be downloaded from the Company's website https://www.orientrefractories.com/pdfs/Nomination%20Form.pdf. Members are requested to submit the said details to their DP in case the shares are held by them in electronic form and to SFSPL in case the shares are held in physical form.
- 11. Members holding shares in physical form, in identical order of names, in more than one folio are requested to send to the Company or SFSPL, the details of such folios together with the share certificates for consolidating their holdings in one folio. A consolidated share certificate will be issued to such Members after making requisite changes.
- 12. In case of joint holders, the Member whose name appears as the first holder in the order of names as per the Register of Members of the Company will be entitled to vote at the AGM.
- 13. Members seeking any information with regard to the accounts or any matter to be placed at the AGM, are requested to write to the Company on or before 25 August 2020 through e-mail on BHI_Investor@RHIMagnesita.com. The same will be replied by the Company suitably.
- 14. Members are requested to note that, dividends if not encashed for a consecutive period of 7 years from the date of transfer to Unpaid Dividend Account of the Company, are liable to be transferred to the Investor Education and Protection Fund ("IEPF"). The shares in respect of such unclaimed dividends are also liable to be transferred to the demat account of the IEPF Authority. In view of this, Members are requested to claim their dividends from the Company, within the stipulated



(An RHI Magnesita Company)



timeline. The Members, whose unclaimed dividends/shares have been transferred to IEPF, may claim the same by making an online application to the IEPF Authority in web Form No. IEPF-5 available on www.iepf.gov.in. For details, please refer to Corporate Governance Report which is a part of this Annual Report.

- 15. In compliance with the aforesaid MCA Circulars and SEBI Circular dated 12 May 2020, Notice of the AGM along with the Annual Report 2019-20 is being sent only through electronic mode to those Members whose e-mail addresses are registered with the Company/ Depositories. Members may note that the Notice and Annual Report 2019-20 will also be available on the Company's website https://www.orientrefractories.com, websites of the Stock Exchanges i.e. BSE Limited and National Stock Exchange of India Limited at www.bseindia.com and www.nseindia.com respectively, and on the website of NSDL https://www.evoting.nsdl.com
- 16. Members attending the AGM through VC / OAVM shall be counted for the purpose of reckoning the quorum under Section 103 of the Act.
- 17. At the 7th AGM held on 25 September 2017 the members approved appointment of M/s. Price Water House, Chartered Accountants LLP (Firm Registration No. 012754N/N500016) as Statutory Auditors of the Company to hold office for a period of five years from the conclusion of that AGM till the conclusion of the 12th AGM, subject to ratification of their appointment by members at every AGM, if so required under the Act. The requirement to place the matter relating to appointment of auditors for ratification by members at every AGM has been done away by the Companies (Amendment) Act, 2017 with effect from 7 May 2018. Accordingly, no resolution is being proposed for ratification of appointment of statutory auditors at the 10th AGM.
- 18. Pursuant to the changes introduced by the Finance Act, 2020 in the Income-tax Act, 1961 (the "IT Act"), w.e.f. 1 April, 2020, the dividend paid or distributed by a company shall be taxable in the hands of the shareholders. Accordingly, in compliance with the said provisions, the Company shall make the payment of dividend after necessary deduction of tax at source. The withholding tax rates would vary depending on the residential status of every shareholder and the eligible documents submitted by them and accepted by the Company. Members are hereby requested to refer to the IT Act in this regard. In general, to enable compliance with TDS requirements, Members are requested to update the details like Residential Status, PAN and category as per the IT Act with their Depository Participants or in case shares are held in physical mode, with the Company / RTA.

A Resident individual shareholder with PAN and who is not liable to pay income tax can submit a yearly declaration in Form No. 15G/15H, to avail the benefit of non-deduction of tax at source by e-mail to BHI_Investor@RHIMagnesita.com on or before Tuesday, 18 August 2020. Shareholders are requested to note that in case their PAN is not registered, the tax will be deducted at a higher rate of 20%. However, in case of individuals, TDS would not apply if the aggregate of total dividend distributed to them during FY 2020-21 does not exceed Rs. 5,000. Non-resident shareholders can avail beneficial rates under tax treaty between India and their country of residence, subject to providing necessary documents i.e. No Permanent Establishment and Beneficial Ownership Declaration, Tax Residency Certificate, Form 10F, any other document which may be required to avail the tax treaty benefits by e-mail to BHI_Investor@RHIMagnesita.com on or before Tuesday, 18 August 2020.

- 19. Since the AGM will be held through VC / OAVM, the Route Map is not annexed in this Notice.
- 20. Instructions for e-voting and joining the AGM are as follows:

A. VOTING THROUGH ELECTRONIC MEANS

- i. In compliance with the provisions of Section 108 of the Act, read with Rule 20 of the Companies (Management and Administration) Rules, 2014, as amended from time to time, and Regulation 44 of the SEBI Listing Regulations, the Members are provided with the facility to cast their vote electronically, through the e-voting services provided by NSDL, on all the resolutions set forth in this Notice. The instructions for e-voting are given herein below.
- ii. The remote e-voting period commences on Tuesday, 25 August 2020 (9:00 a.m. IST) and ends on Thursday, 27 August 2020 (5:00 p.m. IST). During this period, members holding shares either in physical form or in dematerialized form, as on Friday, 21 August 2020 i.e. cut-off date, may cast their vote electronically. The e-voting module shall be disabled by NSDL for voting thereafter. Those members, who will be present in the AGM through VC / OAVM facility and have not cast their vote on the Resolutions through remote e-voting and are otherwise not barred from doing so, shall be eligible to vote through e-voting system during the AGM.
- iii. The Board of Directors has appointed CS Naresh Verma (Membership No. FCS-5403) of M/s. Naresh Verma & Associates, Practicing Company Secretaries as the Scrutinizer to scrutinize the voting during the AGM and remote e-voting process in a fair and transparent manner.



(An RHI Magnesita Company)



- iv. The members who have cast their vote by remote e-voting prior to the AGM may also attend/ participate in the AGM through VC / OAVM but shall not be entitled to cast their vote again.
- v. The voting rights of members shall be in proportion to their shares in the paid-up equity share capital of the Company as on the cut-off date.
- vi. Any person, who acquires shares of the Company and becomes a member of the Company after sending of the Notice and holding shares as of the cut-off date, may obtain the login ID and password by sending a request at evoting@nsdl.co.in. However, if he/she is already registered with NSDL for remote e-voting then he/she can use his/her existing User ID and password for casting the vote.
- vii. The details of the process and manner for remote e-voting are explained herein below:
 - Step 1: Log-in to NSDL e-voting system at https://www.evoting.nsdl.com/
 - Step 2: Cast your vote electronically on NSDL e-voting system.

Details on Step 1 are mentioned below:

How to Log-in to NSDL e-voting website?

- Visit the e-voting website of NSDL. Open web browser by typing the following URL: https://www.evoting. nsdl.com/ either on a personal computer or on a mobile.
- 2. Once the home page of e-voting system is launched, click on the icon "Login" which is available under "Shareholders/Members" section.
- 3. A new screen will open. You will have to enter your User ID, your Password and a Verification Code as shown on the screen. Alternatively, if you are registered for NSDL eservices i.e. IDEAS, you can log-in at https://eservices.nsdl. com/ with your existing IDEAS login. Once you log-in to NSDL eservices after using your log-in credentials, click on e-voting and you can proceed to Step 2 i.e. cast your vote electronically.
- 4. Your User ID details are given below:

Manner of holding shares i.e. Demat (NSDL or CDSL) or Physical	Your User ID is:	
A) For Members who hold shares in demat account with NSDL.	8 Character DPID followed by 8 Digit Client ID For example, if your DPID is IN300*** and Client ID is 12****** then your user ID is IN300*** 12******	
B) For Members who hold shares in demat account with CDSL.	16 Digit Beneficiary ID For example, if your Beneficiary ID is 12********* then your user ID is 12************************************	
C) For Members holding shares in Physical Form.	EVEN Number followed by Folio Number registered with the company For example, if EVEN is 123456 and folio number is 001*** then user ID is123456001***	

- 5. Your password details are given below:
 - a) If you are already registered for e-voting, then you can use your existing password to login and cast your vote.
 - b) If you are using NSDL e-voting system for the first time, you will need to retrieve the 'initial password' which was communicated to you by NSDL. Once you retrieve your 'initial password', you need to enter the 'initial password' and the system will force you to change your password.
 - c) How to retrieve your 'initial password'?
 - (i) If your e-mail ID is registered in your demat account or with the company, your 'initial password' is communicated to you on your e-mail ID. Trace the e-mail sent to you from NSDL in your mailbox from evoting@nsdl.com. Open the e-mail and open the attachment i.e. a .pdf file. Open the .pdf file. The password to open the .pdf file is your 8 digit client ID for NSDL account, last 8 digits of client ID for CDSL



(An RHI Magnesita Company)



account or folio number for shares held in physical form. The .pdf file contains your 'User ID' and your 'initial password'.

- In case you have not registered your e-mail address with the Company/ Depository, please follow instructions mentioned below in this notice.
- 6. If you are unable to retrieve or have not received the 'initial password' or have forgotten your password:
 - a) Click on "Forgot User Details/Password?"(If you are holding shares in your demat account with NSDL or CDSL) option available on www.evoting.nsdl.com.
 - b) "Physical User Reset Password?"(If you are holding shares in physical mode) option available on www.evoting. nsdl.com.
 - c) If you are still unable to get the password by aforesaid two options, you can send a request at evoting@nsdl. co.in mentioning your demat account number/folio number, your PAN, your name and your registered address.
 - Members can also use the one-time password (OTP) based login for casting the votes on the e-Voting system
 of NSDL.
- 7. After entering your password, click on Agree to "Terms and Conditions" by selecting on the check box.
- 8. Now, you will have to click on "Login" button.
- 9. After you click on the "Login" button, Home page of e-voting will open.

Details on Step 2 are mentioned below:

How to cast your vote electronically on NSDL e-voting system?

- 1. After successful login at Step 1, you will be able to see the Home page of e-voting. Click on e-voting. Then, click on Active Voting Cycles.
- 2. After click on Active Voting Cycles, you will be able to see all the companies "EVEN" in which you are holding shares and whose voting cycle is in active status.
- 3. Select "EVEN" of the Company.
- 4. Now you are ready for e-voting as the Voting page opens
- 5. Cast your vote by selecting appropriate options i.e. assent or dissent, verify/modify the number of shares for which you wish to cast your vote and click on "Submit" and also "Confirm" when prompted.
- 6. Upon confirmation, the message "Vote cast successfully" will be displayed.
- 7. You can also take the printout of the votes cast by you by clicking on the print option on the confirmation page.
- 8. Once you confirm your vote on the resolution, you will not be allowed to modify your vote.

General Guidelines for shareholders

- 1. Institutional / Corporate shareholders (i.e. other than individuals, HUF, NRI, etc.) are required to send a scanned copy (PDF/JPG Format) of the relevant Board Resolution/ Authority letter etc., with attested specimen signature of the duly authorized signatory(ies) who are authorized to vote, to the Scrutinizer by e-mail to scrutinizer.orl@gmail.com with a copy marked to evoting@nsdl.co.in
- 2. It is strongly recommended not to share your password with any other person and take utmost care to keep your password confidential. Login to the e-voting website will be disabled upon five unsuccessful attempts to key in the correct password. In such an event, you will need to go through the "Forgot User Details/Password?" or "Physical User Reset Password?" option available on https://www.evoting.nsdl.com to reset the password.
- 3. In case of any queries relating to e-voting you may refer to the FAQs for Shareholders and e-voting user manual for Shareholders available at the download section of https://www.evoting.nsdl.com or call on toll free no.: 1800-222-990 or send a request at evoting@nsdl.co.in.