



**Bharti Airtel Limited**

**CIN:** L74899HR1995PLC095967

**Registered Office:** Airtel Center, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram-122015, India

**Corporate Office:** Bharti Crescent, 1, Nelson Mandela Road, Vasant Kunj, Phase – II, New Delhi – 110070, India

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Dear Shareholder,

We bring to your kind notice that SEBI vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 on July 31, 2023 has introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The ODR Portal provides investors an additional mechanism to resolve the grievances in the following manner:

**A. Level 1 – Raise with KFin Technologies Limited, Registrar and Transfer Agent (‘RTA’)/ Bharti Airtel Limited (‘the Company’):**

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the RTA by sending an email to [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com) or by sending physical correspondence at Karvy Selenium Tower B, Plot number 31 & 32, Gachibowli, Financial District, Nanakramguda, Hyderabad – 500032, India or to the Company by sending email at [compliance.officer@bharti.in](mailto:compliance.officer@bharti.in).

**B. Level 2 – SEBI SCORES Portal:**

The grievances/ disputes/ complaints which are not resolved at Level 1 or if the shareholder is not satisfied with the resolution provided by the RTA or the Company, then the shareholder may register his/ her grievances/ complaints/ disputes on the 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 the weblink <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>.

**C. Level 3 – ODR Portal:**

In case the shareholder is not satisfied with the resolution provided at Level 2, then the online resolution can be availed by lodging the grievances/ complaints/ disputes through the ODR Portal within the applicable time frame under law at <https://smartodr.in/login>. The link is hosted under Investor section on the website of the Company at [www.airtel.in](http://www.airtel.in).

**D. Important Notes:**

- a) This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal only if the grievance lodged against the RTA/ the Company on SCORES Portal (i.e. Level 1 and Level 2) is not resolved satisfactorily.
- b) 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.
- c) The shareholders may note that there shall be no fees for registration of a complaint/dispute on the ODR Portal against the Company/RTA or any intermediaries. However, the process of conciliation / arbitration through ODR Portal may attract fee and the same shall be borne by the concerned investor/ Company/ RTA (as the case may be).
- d) Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars referred above.

The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the RTA's website at [www.kfintech.com](http://www.kfintech.com) or on the Company's website [www.airtel.in](http://www.airtel.in).

This is for your kind information.

**For Bharti Airtel Limited**

**Rohit Krishan Puri**

**Dy. Company secretary and Compliance Officer**