



**MAHANAGAR TELEPHONE NIGAM LIMITED**  
(A GOVERNMENT OF INDIA ENTERPRISE)  
CIN L32101DL1986GOI023501

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**MTNL/SECTT/INVESTORS/2024**  
**April 01, 2024**

**SUB: INTRODUCTION OF ONLINE DISPUTE RESOLUTION (ODR) PORTAL BY SEBI FOR MEMBERS OF THE COMPANY**

To raise awareness among our members regarding the availability of the Online Dispute Resolution Mechanism at Stock Exchanges, we would like to notify all members that the Securities Exchange Board of India ("SEBI") has introduced a common Online Dispute Resolution Portal ("ODRP"). This initiative is outlined in SEBI's circulars dated July 31, 2023 (ref. no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131) and August 4, 2023 (ref. no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135).

The ODRP aims to harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market. Any disputes or unresolved issues related to service requests, service-related complaints between investors/shareholders and listed companies (including their RTA) or any other specified intermediaries/regulatory entities arising from their activities in the securities market will be addressed under this mechanism, in accordance with the guidelines provided in the aforementioned SEBI Circulars.

A brief overview for initiating the process to raise a complaint/dispute under the investor grievance redressal mechanism (including through the ODR web portal), is outlined below:

**LEVEL 1 - LODGE COMPLAINT WITH THE COMPANY/ BEETAL FINANCIAL & COMPUTER SERVICES (P) LTD (REGISTRAR AND TRANSFER AGENT - "RTA"):**

In the initial stage, members are encouraged to directly communicate their grievances or complaints to the Company/ RTA. Members may lodge the same by sending an email to [mtnlcsc@gmail.com](mailto:mtnlcsc@gmail.com) / [beetalrta@gmail.com](mailto:beetalrta@gmail.com) or by sending physical correspondence at:

*Sumit*

**M/s. Beetal Financial & Computer Services (P) Ltd.**

3rd Floor, Beetal House 99, Madangir, Behind Local Shopping Centre, Near Dada Harsukhdas Mandir, New Delhi - 110062.

Ph: 011-29961281-82, Fax : 011-29961284

E-mail : [beetal@beetalfinancial.com](mailto:beetal@beetalfinancial.com), [beetalrta@gmail.com](mailto:beetalrta@gmail.com)

Website: [www.beetalfinancial.com](http://www.beetalfinancial.com)

**LEVEL 2—SEBI COMPLAINTS REDRESS SYSTEMS ("SCORES"):**

The grievances/ disputes/complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be escalated through the SCORES Portal of SEBI which can be accessed at <https://www.scores.gov.in> .

**LEVEL 3-THROUGH ODR PLATFORM:**

After exhausting all available options for resolution of the grievance provided at Level 1 or 2, and if the investor/member is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal

**Important notes with respect to ODR portal are as under:**

The link to access the ODR Portal as well operational guidelines of the ODR as provided in the SEBI Circular (s) are hosted on our website at [www.mtnl.in](http://www.mtnl.in). Further, the investor may directly access the ODR portal by clicking at <https://smartodr.in/register>.

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.

There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc shall be borne by the Investor /Company/other market participant as the case may be.

*Sumit*

For any queries on the above matter, members may contact the Company's Registrar & Share Transfer Agent, M/s **Beetal Financial & Computer Services (P) Ltd** at [beetalrta@gmail.com](mailto:beetalrta@gmail.com) or the Company at [mtnlcsco@gmail.com](mailto:mtnlcsco@gmail.com).

Thanking you,

For Mahanagar Telephone Nigam Limited

*Sumit*  
*01.04.2024*  
**(RATAN MANI SUMIT)**  
**COMPANY SECRETARY**