

MSIL: COS: NSE&BSE: 2024/01_16

19th January, 2024

Vice President
National Stock Exchange of India Limited
“Exchange Plaza”, Bandra – Kurla Complex
Bandra (E)
Mumbai – 400 051

General Manager
Department of Corporate Services
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Mumbai – 400 001

Sub: Awareness about Online Dispute Resolution Mechanism introduced by the Securities and Exchange Board of India (SEBI)

Dear Sir(s),

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith an email communication being sent to the investors regarding awareness about Online Dispute Resolution Mechanism introduced by the Securities and Exchange Board of India (SEBI).

The link of the ODR portal is available on the website of the Company at <https://www.marutisuzuki.com/corporate/investors/contacts> and aforesaid circulars can be accessed at <https://www.marutisuzuki.com/corporate/investors/forms-and-circulars>.

Kindly take the same on record.

Thanking you,

Yours truly,

For Maruti Suzuki India Limited

Sanjeev Grover
Executive Vice President
& Company Secretary

MARUTI SUZUKI INDIA LIMITED

Head Office:
Maruti Suzuki India Limited,
1, Nelson Mandela Road, Vasant Kunj,
New Delhi - 110070, India.
Tel: 011- 46781000, Fax: 011-46150275/46150276
E-mail id: contact@maruti.co.in, www.marutisuzuki.com

Gurgaon Plant:
Maruti Suzuki India Limited,
Old Palam Gurgaon Road,
Gurgaon - 122015, Haryana, India.
Tel: 0124-2346721, Fax: 0124-2341304

Manesar Plant:
Maruti Suzuki India Limited,
Plot No.1, Phase - 3A, IMT Manesar,
Gurgaon - 122051, Haryana, India.
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Maruti Suzuki India Limited

CIN: L34103DL1981PLC011375

Regd. Off: Plot No.1, Nelson Mandela Road, Vasant Kunj, New Delhi - 110070

Tel.: +91-11-46781000 Fax: + 91-11- 46150275

Website: www.marutisuzuki.com

Email: investor@maruti.co.in

Dear Investor,

SEBI vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 issued on July 31, 2023 as amended from time to time, 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 web portal provide investors with additional mechanism to resolve the grievances in the following manner:

1. Level 1 – Raising of grievance with the listed entity/ its Registrar and Transfer Agent (RTA):

Initially, all grievances against the Company are required to be directly lodged with the Company or its RTA i.e. KFin Technologies Limited.

Shareholders may lodge the same by sending all the relevant documents through email on investor@maruti.co.in or inward.ris@kfintech.com or by sending physical correspondence to the Company or its RTA as follows:

A. To the Company

The Company Secretary
Maruti Suzuki India Limited
1, Nelson Mandela Road, Vasant Kunj,
New Delhi -110070, India

B. To the Company's RTA

KFin Technologies Limited
Unit: Maruti Suzuki India Limited
Tower - B, Plot 31 & 32, Financial District,
Nanakramguda, Serilingampally, Hyderabad,
Rangareddy, Telangana, India – 500032

2. Level 2 – SEBI SCORES PORTAL:

Grievances remaining unresolved at Level 1 may 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 the weblink [FAQ-SCORES.pdf](#)

3. Level 3 – ODR Platform:

After exhausting options at Level 1 & Level 2, if the investor is still not satisfied, he/ she can initiate online dispute resolution through the ODR portal, within the timeframe available under law. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details please refer the SEBI Circular.

Alternatively, the investor can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company / RTA was not satisfactorily resolved or at any stage of the subsequent escalations above [prior to or at the end of such escalation(s)].

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 is no fee for registration of grievance 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 relevant SEBI circular can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the Company's website at <https://www.marutisuzuki.com/corporate/investors/forms-and-circulars>.