



# Petronet LNG Limited

Regd. Office: World Trade Centre, Babar Road, Barakhamba Lane, New Delhi – 110001

Phone: 011-23411411, Fax: 011- 23472550, CIN: L74899DL1998PLC093073

Email: [investors@petronetlng.in](mailto:investors@petronetlng.in), Company's website: [www.petronetlng.in](http://www.petronetlng.in)

PAN: AAACP8148D

GST: 07AAACP8148D1ZI

7<sup>th</sup> November, 2023

Dear Shareholder,

The Securities Exchange Board of India (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 allows investors with additional mechanism to resolve the grievances in the following manner:

## 1. Level 1 – Raise with Registrar and Transfer Agent (“RTA”)/ Company:

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the RTA/ the Company.

Shareholders may lodge the same with the-

- 1) RTA by sending an email at [investor@bigshareonline.com](mailto:investor@bigshareonline.com) or by sending physical correspondence at –

M/s Bigshare Services Pvt. Ltd.  
Office No S6-2, 6th Floor, Pinnacle Business Park,  
Next to Ahura Centre, Mahakali Caves Road,  
Andheri (East) Mumbai – 400093  
Tel: 022-62638200, 011-42425004, 011-47565852 |  
Fax: 022-62638280

Or

- 2) Company by sending an email at [investors@petronetlng.in](mailto:investors@petronetlng.in) or by sending physical correspondence at-

Petronet LNG Limited,  
World Trade Centre, 1<sup>st</sup> Floor,  
Babr Road, Barakhamba Lane,  
New Delhi – 110001

## 2. Level 2 – SEBI SCORES:

Grievances/ disputes/ complaints which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in>.

## 3. Level 3 – ODR Platform:

In case the shareholder is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process may be initiated through the ODR portal within the applicable timeframe under law.

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### Dahej LNG Terminal:

GIDC Industrial Estate, Plot No. 7/A, Dahej  
Taluka Vagra, Distt. Bharuch - 392130 (Gujarat)  
Tel.: 02641-257249 Fax: 02641-257252

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### Kochi LNG Terminal:

Survey No. 347, Puthuvypu  
P.O. 682508, Kochi  
Tel.: 0484-2502268



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## 4. Important Notes:

- a) This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal without having to go through SCORES Portal (i.e., From Level 1 to Level 3), if the grievance lodged with the Company 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) 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://petronetlng.in/SOP-SEAM.php>.

### **Extension of timeline for KYC updation**

SEBI vide its Circular dated September 26, 2023 has extended the date of submission of PAN, Nomination, Contact details, Bank A/c details and Specimen signature from September 30, 2023 to December 31, 2023, post which Non-KYC folios will be frozen. The detailed Circular can be accessed at <https://petronetlng.in/SOP-SEAM.php>.

**For Petronet LNG Limited**

**Sd/-**

**Rajan Kapur**

**CGM & VP - Company Secretary**

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