



## Frequently Asked Questions (FAQs)

### COMPANY INFORMATION

**1. What is the main line of businesses for Company?**

Bharti Hexacom is a communications solutions provider offering consumer mobile services, fixed-line telephone and broadband services to customers in the Rajasthan and the North-East telecommunication circles in India, which comprises the states of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. It offers services under the brand 'Airtel'. Airtel is a global communications solutions provider with over 500 million customers in 17 countries across South Asia and Africa. For more details visit <http://www.bhartihexacom.in>

**2. What is the address of the Registered Office of the Company?**

The address of the registered office of the Company is Plot No. 16, Udyog Vihar, Phase-IV, Gurugram – 122015.

**3. What is the address of the Corporate Office of the Company?**

The address of the corporate office of the Company is Bharti Crescent 1, Nelson Mandela Road, Vasant Kunj, Phase – II, New Delhi – 110 070, India.

**4. What is the Corporate Identity Number of the Company?**

The Corporate Identity Number of the company is L74899HR1995PLC132187

**5. Where is the Company listed?**

The equity shares of the Company are listed on National Stock Exchange of India Limited (Script Code BHARTIHEXA) and BSE Limited (Script Code 544162).

**6. Where can I obtain the quarterly/annual financial results of the Company from?**

The Company's quarterly/annual financial information can be downloaded from <https://www.bhartihexacom.in/results-quarterly-results.html> or from websites of the stock exchanges viz <https://www.nseindia.com/> and <https://www.bseindia.com/>.



## 7. What are the contact details for any query/ complaints?

Particulars	Contact Person	Contact details
For queries related to shareholding and dividend matters.	<b>Mr. S. R. Ramesh</b> KFin Technologies Limited, RTA	<b>Address:</b> Karvy Selenium Tower B, Plot number 31 & 32, Financial District, Nanakramguda, Serilingampally Mandal, Hyderabad - 500032, India. <b>Email:</b> <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a> <b>Toll Free No:</b> 1800-3454-001
For Corporate Governance, investor grievance other secretarial related matters.	<b>Mr. Amit Chaturvedi</b> Company Secretary & Compliance Officer	<b>Bharti Hexacom Limited Corporate Office</b> Bharti Crescent, 1, Nelson Mandela Road, Vasant Kunj, Phase - II, New Delhi 110 070, India Telephone no.- +91-11-46666100 Fax no.- +91-11-41666137
For queries relating to financial statements and investor relations.	<b>Mr. Naval Seth</b> Head - Investor Relations	<b>Registered Office</b> Airtel Center, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram - 122015, India Telephone no. +91-124-4222222, Fax no. +91-124-4248063  Email: <a href="mailto:bhartihexacom@bharti.in">bhartihexacom@bharti.in</a>

For detailed escalation matrix please refer the Investor Grievance Policy of the Company available on the website of the Company which can be accessed by [clicking here](#).

## SHAREHOLDERS RIGHTS

### 8. What are my rights as a shareholder?

As the shareholder of Company, we seek to protect and facilitate you in exercising the following rights:

- right to participate in, and to be sufficiently informed of, decisions concerning fundamental corporate changes.
- opportunity to participate effectively and vote in general shareholder meetings.
- being informed of the rules, including voting procedures that govern general shareholder meetings.
- opportunity to ask questions to the board of directors, to place items on the agenda of general meetings, and to propose resolutions, subject to reasonable limitations.
- effective shareholder participation in key corporate governance decisions, such as the nomination and election of members of board of directors.
- exercise of ownership rights by all shareholders, including institutional investors.
- adequate mechanism to address the grievances of the shareholders.
- protection of minority shareholders from abusive actions by, or in the interest of, controlling shareholders acting either directly or indirectly, and effective means of redress.
- Proceeding against the Company by way of civil or criminal proceedings, including class action suit, if need be.
- Propose winding up of the company (as provided under the applicable law).
- To receive the residual proceeds, in case if a company is wound up.
- Any other rights as are specified under the relevant statutory enactments.



## QUERIES RELATING TO TRANSFER OF SHARES

*Please note that as per amended Regulation 40 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR) any request for transfer, transmission, issue of duplicate share certificates, claim from unclaimed suspense account, renewal / exchange of securities certificate, endorsement, sub-division / splitting of securities certificate, consolidation of securities certificates/folios, transposition has to be processed in dematerialized mode only.*

## QUERIES RELATING TO TRANSMISSION/ NOMINATION

*Please note that the Company's shares are in dematerialised form. The below details are being shared for transmission/Nomination formalities, if any, for the shares which may be converted into physical form in future. Please contact your respective depositories if your shares are held in dematerialised form*

### **9. Why should I keep shares in joint name?**

It is advisable to register shares in joint names in order to facilitate Succession.

### **10. If the holding is in joint names and either of the holders is deceased, what is the procedure for deletion of names?**

For shares held in physical form, please submit a duly notarized copy of death certificate of the deceased holder along with the PAN and original share certificates. For shares held in demat mode, please contact your depository participant.

### **11. What is the procedure for transmission of shares?**

The detailed process for transmission of shares is provided in SEBI master circular no. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/91 dated June 23, 2025. You are requested to refer the said circular for more details.

### **12. Why is nomination useful?**

Nomination makes it easier for the nominee to claim shares after death of shareholder as compared to cases where there are no nominations.

### **13. What is the process for nomination?**

As per provisions of the Companies Act, 2013, you (individual/joint holders) can make nominations by submitting duly filled in and signed nomination form in Form SH- 13.

Please contact your depository participant if you are holding shares in demat mode. It is advisable to keep a copy of nomination form for your records.

### **14. How can I Opt-out from Nomination?**

You can submit a duly filled declaration in Form ISR-3.

### **15. How can I change the nomination?**

You can simply submit duly filled in and signed Form SH-14 with the Company/ RTA. Please contact your depository participant if you are holding shares in demat mode.



## QUERIES RELATING TO DEMATERIALIZATION/ REMATERIALIZATION

*Please note that the Company's shares are in dematerialised form. The below details are being shared as general information for shareholders.*

### **16. What are the benefits of dematerialization?**

Dematerialization is the process by which physical certificates of an investor are converted to an equivalent number of shares in electronic form and credited into the investors account with his depository participant.

### **17. What are the benefits of Dematerialization of shares?**

Shares held in Demat mode have several advantages and helps eliminate many problems that investors have to face while dealing with shares. They minimize paperwork that is involved with the ownership, trading, and transfer of shares. It facilitates faster transactions and makes trade of shares extremely convenient. There are a wide range of advantages associated with a Demat account such as:

- Risk pertaining to physical certificates like theft, forgery and damage are eliminated
- Ease in portfolio monitoring

### **18. How do I convert my paper/physical certificates into an electronic holding? [Dematerialization]**

To dematerialize your holding, you should first have an account with a Depository Participant (DP) of your choice. You may then hand over to your DP, the certificates along with the 'Dematerialization Request Form' (DRF). Only the shares registered in your name can be submitted for dematerialization. Your DP will then send the DRF and the certificates to the RTA of the Company, and an electronic request will also be sent through the NSDL/CDSL network reconfirming the same. The RTA will verify the documents and if found in order, the dematerialization request will be confirmed to NSDL/CDSL who will in turn inform your DP. In the books of the Company, your folio with RTA will be debited and the account of NSDL/CDSL will be credited in respect of such dematerialized shares. NSDL/CDSL in their electronic records will credit the account of your DP who will then credit your account with the number of shares that have been dematerialized and the shares will thereafter be held in electronic form. This process would take approximately 15-20 days.

### **19. Can I pledge the shares held in demat mode?**

Yes, shares held in demat mode can be pledged.

### **20. What is Rematerialization?**

It is the processes through which shares held in demat mode are converted into physical form in the form of share certificate(s).

### **21. How can I reconvert my electronic holdings into paper form? (Rematerialization)**

You can choose to reconvert your electronic holding into physical form at any time through your DP. On receipt of the rematerialization request along with the 'Remat Request Form' (RRF) the Company will issue fresh certificates.



## QUERIES RELATING TO DIVIDEND & SHARES

**Important note:** In order to avoid fraudulent encashment of dividend warrants, it is advised that the shareholders get their bank accounts details updated with the Company/ RTA/ DPs. This will help the Company to directly transfer the funds in the bank account of shareholders. The process for change/updation of bank account is provided in question 25 of the FAQs.

### **22. I have not received the dividend or the dividend warrant/demand draft is expired/lost. How can I claim the dividend?**

Dividend once declared is wire transferred to shareholders' account within 30 days if the bank account is registered with the Company/ RTA/ DPs. In case the Company does not have bank account details of shareholders, there is discrepancies in the bank account, or the wire transfer is rejected for any reason, the Company sends a demand draft /dividend warrant to the registered address of the shareholder.

If you have not received the dividend, please write to RTA/Company by providing your folio no/ DP ID & Client ID along with details of dividend not received. The RTA/Company will either wire transfer or issue a demand draft in your favour, in case the dividend is unclaimed.

If the demand draft/dividend warrant is expired, please submit the original copy of demand draft/ dividend warrant to Company/ RTA. The Company/RTA will issue you a fresh demand draft.

For lost demand draft/dividend warrant, we generally request the shareholders to wait until the validity period of the demand draft/dividend warrant. In case the demand draft/ dividend warrant is still unclaimed, and the shareholder is unable to trace the original demand draft/dividend warrant, we issue fresh demand draft/dividend warrant or wire transfer the money upon receiving the request from shareholders.

## QUERIES RELATING TO DUPLICATE SHARES.

*Please note that the Company's shares are in dematerialised form. The below details are being shared as general information to shareholders.*

### **23. I have lost the share certificate and wish to get a duplicate share certificate.**

The detailed process for filing request for duplicate shares is provided in SEBI master circular no. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/91 dated June 23, 2025. You are requested to refer to the said circular for more details.

### **24. My share certificate is torn/mutilated and wish to get a duplicate share certificate.**

Please submit the original copy of share certificate along with a request for issuance of duplicate shares with the Company/RTA. The Company/RTA will issue Letter of Confirmation which needs to be submitted to your Depository Participant for dematerialization.



## MISCELLANEOUS QUERIES

### **25. What is the process to Register / Change / Update my PAN, KYC, Bank details, Mobile number, E-mail Id, Signature?**

For shareholders holding shares in physical form, as per SEBI master circular no. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/91 dated June 23, 2025 below forms are required to be submitted to our RTA:

1. Form- ISR-1 Register/ Change PAN and KYC Details. The documents to be submitted for each case is provided in Form ISR-1
2. Form- ISR-2- Confirmation of signature of securities holder by Bank.

The above forms are available on Company's website for your ready reference.

For shares held in demat mode, we request you to kindly check with your depository participant.

Please note that you can have only one address registered against your folio number.

### **26. How can I split or consolidate my shares certificate?**

Please note that as per amended Regulation 40 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR) effective read with SEBI master circular no. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/91 dated June 23, 2025, for any request for split and consolidation, the RTA/Company is mandatorily required to issue a Letter of Confirmation for dematerialization. Therefore, you will not be able to get your shares consolidated or split.

### **27. What is Green Initiative? Why should I register for the same?**

The Companies Act, 2013 and LODR, permits the Company to send the copy of Annual Reports and other communication to shareholders through electronic mode. This helps the companies to reduce its carbon foot prints by reducing the use of paper.

You can be part of the initiative if you have registered your email id with the Company/RTA/DP. We urge you to register your email ids and opt for receiving the copies of Annual Report and other documents through electronic mode.

If you are holding shares in physical mode, please send a duly signed request letter to Company mentioning your email id.

If you are holding shares in demat mode, we request you to reach out to your depository participant.

### **28. What are the timelines for processing shareholder request?**

The timelines for processing shareholder are provided in the Investor Grievance Policy of the Company available at the website of the Company which can be accessed by [clicking here](#).