



**ADANI AIRPORT HOLDINGS LIMITED  
CHARTER OF THE CONSUMER AFFAIR COMMITTEE**

## 1. Objective

The Consumer Affair Committee ("Committee") is voluntary committee constituted by, and accountable to, the Board of Directors ('Board') of Adani Airport Holdings Limited ('Company' or 'AAHL').

The objective of the Committee is to assist the Board of Directors in fulfilling its responsibilities to oversee the Company's consumer relationships management (approach, attitude and fair treatment) including the Company's policies, practices and services offered.

## 2. Composition of the Committee

- The Committee shall have minimum three Members, all being Independent Directors.
- The Members of the Committee shall elect a Chairman from amongst themselves.

## 3. Secretary

The Company Secretary shall act as Secretary to the Committee Meetings.

## 4. Meetings and Quorum

- The Committee shall meet periodically, but at least 2 times a year.
- The quorum for Meetings of the Committee shall be either two Members or one-third of the Members of the Committee, whichever is higher, including atleast one Independent Director.
- The Committee may invite such of the executives, as it considers appropriate to be present at the Meetings of the Committee. On occasions considered necessary, the Committee may also meet without the presence of any executive of the Company.

## 5. Terms of Reference

The Committee shall act and have powers in accordance with the terms of reference, as approved by the Board / the Consumer Affair Committee from time to time, which shall include the following:

1. To devise a policy on consumer services
2. To oversee consumer relationships management (approach, attitude and fair treatment) including the Company's policies, practices and services offered
3. To review the actions taken for building and strengthening consumer service orientation and providing suggestion for simplifying processes for improvement in consumer service levels
4. To discuss service updates, ongoing projects specifically targeted towards improvement of consumer service and appropriate actions arising from discussions
5. To examine the possible methods of leveraging technology for better consumer services with proper safeguards and recommend measures to enhance consumer ease
6. To seek / provide feedback on quality of services rendered by the Company to its consumers
7. To examine the grievance redressal mechanism, its structure, framework, efficacy and recommend changes / improvements required in the system, procedures and processes to make it more effective and responsive
8. To review the status of grievances received, redressed and pending for redressal
9. To review the working of Alternate Dispute Redressal (ADR) Mechanism, if established by the Company
10. To approve appointment of Chief Consumer Officer after assessing the qualifications, experience and background, etc. of the candidate and to oversee his performance
11. To oversee policies and processes relating to advertising and compliance with consumer protection laws
12. To review consumer engagement plan, consumer survey / consumer satisfaction trends and to suggest directives for improvements

## 6. Reporting

The Committee shall report on its activities and summarize any recommendations at subsequent Committee meeting.



This charter shall be displayed on the website of the Company.

#### **7. Minutes**

The Company Secretary will maintain minutes of meetings of the Committee, which will be submitted to the Committee in subsequent meeting, for noting.

#### **8. Review of Committee Charter**

The adequacy of this charter shall be reviewed and re-assessed by the Committee, as and when required and appropriate recommendations shall be made to the Board / the Committee to update the same, from time to time.

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