

INVESTOR GRIEVANCE REDRESSAL POLICY

TITLE

This Policy shall be called ‘Investor Grievance Redressal Policy’.

PREAMBLE AND OBJECTIVE

- a. This Policy is formulated to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner.
- b. This Policy was approved by the Stakeholders Relationship Committee of the Board in its meeting held on 5th February 2018.
- c. The Company’s equity shares are listed on BSE Limited and National Stock Exchange of India Limited. The Global Depository Receipts (GDRs) of the Company are listed on the Luxembourg Stock Exchange.
- d. Pursuant to various statutes and by virtue of their shareholding in the Company, shareholders enjoy several rights, which inter-alia include the right to receive (i) share certificates pursuant to transfer, transmission, split etc., (ii) any dividend on the shares declared by the Company, (iii) annual reports and AGM notice, and (iv) such other rights available under law for the time being in force.
- e. The Company has appointed M/s. Karvy Fintech Private Limited as its Share Transfer Agents (“STA”) to ensure faster and efficient provision of services to the investors. The STA is primarily responsible for handling shareholders related affairs of the Company.
- f. The Board has appointed the Company Secretary to act as Compliance Officer of the Company under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”). As Compliance Officer, the Company Secretary is responsible for ensuring provision of prompt and effective services to shareholders and monitoring the dedicated email address of the Company for investor grievances.

DEFINITION

For the purpose of this Policy, the following words will carry the meaning as under:

- a. “**Board**” means the Board of Directors of Cipla Limited.
- b. “**Company**” means Cipla Limited.
- c. “**stipulated turnaround time**” means the timelines as specified in the Investor Timelines section of this Policy.

The words and phrases not defined under this Policy will carry the same meaning as defined under the Articles of Association of the Company; the Securities and Exchange Board of India Act, 1992 read with the rules and regulations made thereunder, including the Listing Regulations; and the Companies Act, 2013 read with the rules made thereunder.

INVESTOR SERVICE TIMELINES

The Company and its STA follow the following timelines for performance of its duties toward shareholders:

- a. Matters such as change of address, non-receipt of annual report and updation of bank details. These matters are addressed by the STA within a period of 5 working days from the receipt of the request or in case, any supporting documents are required by the STA for addressing the request, within a period of 5 working days from the receipt of such documents to the STA's satisfaction.
- b. Matters other than those referred in point (a) above, including but not limited to transfers, change of name, dematerialisation, and loss of share certificates, are addressed by the STA within a period of 7 to 15 days from the receipt of the request. In case, any supporting documents are required by the STA from the shareholder or any other party for addressing the request, such matters will be addressed within a period of 15 days from the receipt of such documents to the STA's satisfaction.

In case statutory timelines for redressal of any grievance, not specifically mentioned here, have been prescribed, the Company / STA shall address such grievance within the timeline as prescribed under law.

CLASSIFICATION OF SHAREHOLDER COMMUNICATION

The Company receives various correspondence / communication from the investors relating to the shares, annual reports, dividends and ancillary matters. These communications may either be complaints or mere queries / requests by the shareholders. The Company presently follows a set of guidelines for classifying the shareholders' communication between general correspondence / requests / complaints, etc. These guidelines are internal to the Company.

The Company strives to follow highest standards of corporate governance, transparency and disclosures at all times. With a view to ensure greater transparency and as a part of Company's investor-friendly initiatives, the Stakeholders Relationship Committee has considered it appropriate and desirable to formally document the present guidelines w.r.t classification of shareholders' communication through this Policy. The Company has also formulated a set of frequently asked questions (FAQs) in respect of share related matters for better shareholder awareness. Investors can refer the same on the website of the Company.

In addition to the above, the Policy broadly defines its investor servicing timelines and further lays down the process for redressal of complaints and the escalation matrix thereof.

General Principle guiding classification of shareholders' communication

- a. Multiple correspondence / communications or reminders received for the same matter within the stipulated turnaround time in this Policy for handling of the query / communication will be treated as one complaint.
- b. If a query is resolved after the stipulated turnaround time and there is no reminder from the shareholder during such time period, such query will not be treated as complaint.
- c. In case of any ambiguity, the Company Secretary shall be the sole authority to decide on the nature and classification of the communication and the decision of the Company Secretary shall be final and binding.

Classification of shareholders' communication

Sr. No.	Communication not treated as complaint	Communication treated as complaint
a.	Non-receipt of annual report	
	<p>First request or any such communication w.r.t. non - receipt of annual report will be considered as a request if, the Company has dispatched the annual report to the shareholder on or before the due date(s) through permissible means.</p> <p>Such communication shall be treated as request for an additional copy of the annual report. Company shall respond to the request by intimating the original date of dispatch of annual report and will also share a copy of the annual report in compliance with the shareholder's request.</p>	<p>Subsequent request(s) for non-receipt of annual report to be treated and recorded as a complaint if,</p> <p>⇒ the Company / STA has not dispatched the annual report to the shareholder on or before the due date(s), or</p> <p>⇒ the Company / STA has not responded to shareholder's request within the stipulated turnaround time.</p>
b.	Non-receipt of dividend	
	<p>First request or any such communication w.r.t. non-receipt of dividend will be considered as a query / request if, the Company has credited the dividend to the bank account of the shareholder or dispatched dividend warrants / demand drafts on or before the due date(s).</p>	<p>Any communication w.r.t. non-receipt of dividend warrants / demand drafts sent to the Company or to the STA after the expiry of the stipulated turnaround time for issuance of duplicate dividend warrant will be considered as complaint.</p>

Sr. No.	Communication not treated as complaint	Communication treated as complaint
	<p>When the Company is unable to pay out the dividend:</p> <p>⇒ In case where the dividend is to be credited to the bank account of the shareholder, and such credit has been declined by the bank, the Company will pay out the dividend through a dividend warrant / demand draft in favour of the shareholder.</p> <p>⇒ In case the dispatched dividend warrant / demand draft is returned undelivered, the Company will proceed with re-dispatching the dividend warrant / demand draft only upon a written request by the shareholder. Such communication from the shareholder will be treated as a request and not a complaint.</p>	
c.	Non-receipt of share certificates	
	<p>Non-receipt of duly authenticated share certificate(s) upon sub-division / transfer / transmission / consolidation / re-materialization will be considered as a query if, the Company has dispatched the share certificates within prescribed time limits.</p> <p>The Company shall respond to the query by sharing details of dispatch to the shareholders. It is clarified that upon the dispatch of share certificate through registered post or courier or any other approved mode, the Company shall be deemed to have discharged its duty and the shareholders are expected to coordinate with the postal / courier agency for the share certificates dispatched.</p>	<p>Communication w.r.t. non-receipt of duly authenticated share certificate(s) after the expiry of the statutory period for giving effect to the respective request will be treated as a complaint if, the Company has not dispatched the share certificates to the shareholder.</p>
d.	Shareholder communication through statutory authorities	

Sr. No.	Communication not treated as complaint	Communication treated as complaint
	<p>Any communication from investors through statutory authorities which:</p> <ul style="list-style-type: none"> ⇒ is not treated as a complaint by the statutory authority, and ⇒ which would not have been treated as a complaint by the Company if it was directly addressed to the Company, <p>will not be treated as a complaint.</p> <p>As per SEBI circular dated March 26, 2018, any grievances submitted to SEBI through SCORES will not be treated as complaints if the grievance is redressed by the Company within 30 days. Accordingly, such grievances registered with SEBI, will not be treated as complaints by the Company.</p>	<p>At times, requests / grievances are directly communicated to the statutory authorities by the investors. Such communications may not always qualify as a complaint under the guidelines adopted by the Company.</p> <p>However, since the statutory authorities treat all communication received from investors as complaint, regardless of the nature of such communication, the Company is constrained to follow the classification as followed by the statutory authorities.</p> <p>Accordingly, any communication from investors received through statutory authorities viz. stock exchanges, Registrar of Companies, Regional Directors, SEBI, etc. which is treated as complaint by such statutory authority, will be treated as a complaint by the Company.</p>
e.	Others	
	<ul style="list-style-type: none"> i. Correspondence w.r.t. change in address, nominees etc will be considered as a request and not as a complaint if, the request is addressed within the stipulated turnaround time. ii. Any communication / suggestions / enquiry about procedures for any action will be considered as a request / general enquiry and not a complaint. iii. Any communication requisitioning information or documents relating to the Company or its operations as per statutory rights available to the shareholders will be treated as request if, the requisition is in proper format and the Company has responded to the same within prescribed time limits. 	<p>Any communication from the investor not responded to by the Company or not responded by the Company within the stipulated turnaround time will be considered as complaint.</p>

Sr. No.	Communication not treated as complaint	Communication treated as complaint
	<p>iv. Incomplete communications, communications without requisite supporting documentation or any communication which is vague or nonspecific in nature will not be treated as a complaint.</p> <p>v. Communications / complaints in relation to matters that are sub-judice will not be treated as a complaint under this Policy.</p>	

INVESTOR GRIEVANCE REDRESSAL MECHANISM

- a. Investors can lodge a complaint for non-receipt of any right available to them or failure of the STA / Company to comply with any statutory obligation by giving details of their name, folio no., DP ID / Client ID, nature and full particulars of their complaint directly to the STA, except for matters relating to shares / dividend transferred to Investor Education and Protection Fund (IEPF). For IEPF related matters, investors can directly contact the Nodal Officer appointed by the Company as specified under the Contact Details section of this Policy
- b. Any information, other than those specified above or any supporting documentation required for redressal of the complaint shall be informed to the investors by the STA. Investors are requested to furnish all the requisite information along with duly executed documents at the earliest to avoid any delay in redressal of their complaints.
- c. In case of non-satisfactory response from STA, investors can also lodge their complaints through the Company's designated email id for investor grievances - cosecretary@cipla.com. The designated email id is also displayed on the Company's website. Alternatively, investors can send their complaints at the registered office of the Company.
- d. If the investor does not receive a reply from the STA within the stipulated turnaround time, he / she may approach the Company at the credentials mentioned above. Additionally, investors are urged to refrain from sending multiple reminders during the above-mentioned turnaround periods for redressal of their complaints.
- e. Investors are requested to approach the STA, or in case of any inaction by the STA, the Company, for redressal of their concerns prior to raising their concerns with the regulatory authorities.
- f. Only complaints sent on the addresses / email ids mentioned in this Policy will be treated as valid complaints.
- g. The Company periodically obtains status report of the complaints from the STA.

- h. The Stakeholders Relationship Committee is responsible for the examination and redressal of the complaints by investors.
- i. As required under Regulation 13 of Listing Regulations, the Company files with the Stock Exchanges and places the statement of investor complaints at the Board meeting on a quarterly basis. Further, the Company also makes annual disclosure of the statement of investor complaints in its annual report pursuant to the Listing Regulations.

CONTACT DETAILS

	Contact details	Address
For share related matters	Karvy Fintech Private Limited, Share Transfer Agents Email: einward.ris@karvy.com	Karvy Fintech Private Limited Unit: Cipla Limited Karvy Selenium Tower B, Plot No.: 31 & 32, Gachibowli, Financial District, Nanakramguda, Serilingampally, Hyderabad – 500 032, Telangana Tel: (040) 6716 2222 / 6716 1511 Fax: (040) 2300 1153
For IEPF related matters	Rajendra Chopra Company Secretary and Nodal Officer Cipla Limited Email: cosecretary@cipla.com	Cipla Limited Cipla House, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai – 400 013 Tel: (022) 2482 6000 Fax: (022) 2482 6893

MISCELLANEOUS

- The Company Secretary is authorised to amend the Policy to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or SEBI. The amended Policy shall be placed before the Stakeholder Relationship Committee for noting and ratification.
- This Policy shall be effective from February 8, 2018 and can be modified, withdrawn or suspended by the Company at its sole discretion without any prior intimation.
