



INVESTOR SERVICING AND GRIEVANCE REDRESSAL POLICY

Version 4.0

[Effective 5th February, 2018 as approved by the Stakeholder Relationship Committee]

Regd. Office:

**Cipla House, Peninsula Business Park,
Ganpatrao Kadam Marg, Lower Parel, Mumbai – 400013**

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INVESTOR SERVICING AND GRIEVANCE REDRESSAL POLICY

1. Background & Objective

The equity shares of Cipla Limited (“the Company”) are listed and traded on BSE Limited and the National Stock Exchange of India Limited. The Global Depository Receipts (GDRs) of the Company are listed and traded on the Luxembourg Stock Exchange.

Pursuant to the provisions of various statutes, the Investors of the Company enjoy several rights, which inter-alia include (i) dematerialization of their security certificates (ii) transmission, transposition of shares, (ii) receiving dividends and other entitlements declared by the Company, (iii) receiving annual reports, General Meeting notice and such other prescribed communications, (iv) any and all rights available to investors generally, under applicable laws.

To provide efficient services to the investors and to effectively address and redress their grievances in a timely manner, the Company has adopted this Investor Servicing and Grievance Redressal Policy (‘the Policy’)

This policy has been approved by the Stakeholder Relationship committee of the Board in its meeting held on 5th February, 2018 (“Effective date”).

2. Investor Servicing Mechanism

We have outlined a framework to ensure a smooth and transparent procedure for interacting with our investors. Our values exude in all our interaction and are enshrined by the principles of corporate governance at Cipla.

2.1 As part of this framework, key initiatives adopted for efficient investor servicing are as follows:

- (i) The Board has appointed the Company Secretary to act as Compliance Officer of the Company under the SEBI (LODR) Regulations, 2015 (“Listing Regulations”) and as Nodal Officer of the Company under the IEPF rules. As Compliance officer, the Company Secretary is responsible for ensuring compliance of all relevant provisions under Company law and for effective services to shareholders besides monitoring the dedicated email address of the Company for investor grievances.
- (ii) The Company has appointed KFin Technologies Limited (formerly known as Karvy Fintech Private Limited) as its Registrar and Share Transfer Agent (“RTA”), to ensure faster and efficient services to its investors. The RTA is responsible for handling, all shareholders related affairs of the Company.
- (iii) Apart from this policy, the Company has also formulated a set of frequently asked questions (FAQs) in respect of share related matters for better investor awareness. Investor FAQs contains Standard Operating Procedures and checklist of document to be provided for servicing various request of the investors, the same can be accessed on the website of the Company under the investor service section.
- (iv) The Company has also constituted the Stakeholder Relationship Committee (“SRC”) which functions under the Chairmanship of an Independent Director, to examine and redress complaints by shareholders and investors. The SRC meets as often as required to resolve investor’ grievances including complaints related to transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates etc.

- (v) The SRC also reviews measures taken by the Company for effective exercise of voting rights by investors. In addition to the above, SRC reviews adherence to the service standards adopted by the Company in respect of services being rendered by the RTA, review of various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants/annual reports/statutory notices by the Shareholders of the Company. The SRC is authorised to approve request for transmission of shares and issue of duplicate share certificates.

2.2 For processing their service request, the investor should follow below stated procedure:

- (i) The Company has laid down investor servicing timelines for processing various request and redressing grievance of the investors. The same is enclosed as **Annexure A**. The timeline specified in Annexure A shall be counted from the date of receipt of the complete set of information / documents from an investor, in case of any discrepancy, the RTA shall send communication relating to such discrepancy(ies), within the aforesaid timelines.
- (ii) The Investors shall submit their service request in the requisite forms, wherever applicable, as prescribed by the regulatory authority. The requisite forms have been uploaded on the Company under the investor service section. The investors shall fill the form and forward their service request along with the requisite documents as prescribed under each form to the RTA.
- (iii) In the case there are no forms prescribed, the request can be made on a plain paper / email to the RTA.
- (iv) In all communication, the investor shall provide their complete shareholding details viz. folio no /DP ID, Client ID, contact number / mobile number and email address. In case the investor does not provide the requisite mandatory information to enable the Company / RTA to address the requisition the investor, the investor communication will be treated as incomplete requisition and will be liable to be rejected/ discarded.
- (v) Only those request that are sent on the addresses / Email IDs mentioned in the Policy (under Contact details section), will be treated as valid service request under the Policy.
- (vi) In case the investor holds shares in dematerialized form, all service requests pertaining to updation of KYC, nomination, bank accounts details, contact details etc. needs to be submitted to the respective depository participants. However wherever permissible, the Company can take the email id and mobile number on record for future correspondence / communication with the investor.
- (vii) Except for matters relating to shares / dividend transferred to IEPF, the investors should send all their requests directly to the RTA. For IEPF related matters, investors can directly contact the Nodal Officer, at details specified under the Contact Details section of this Policy.

2.3 Escalation matrix:

- (i) In case the investor does not receive reply / satisfactory response within the time stipulated in the Policy from RTA, investors can escalate the matter to the Compliance Officer either by email or by letter at the address specified under the Contact Details section of this Policy.

While dealing with the investors service requests / complaints, the RTA and the Company shall abide by the statutory provisions, processes and guidelines laid down under the applicable laws i.e. the Companies Act, 2013, the SEBI Act 1992 and the rules and regulations made thereunder and the circulars and notifications issued thereunder.

The Company is committed to ensure the data privacy of the shareholders and therefore unless statutorily required, will not share any of the private data of the investors with any third party without the prior approval of the respective investors.

3. Classification of Communications with Investors

The investor communication will be classified between service request / general communications and investor complaints as per the following principles:

3.1 Service Requests /General Communication

The following types of communications from investors / registered members will be treated as Service Requests /General Communication in the following situations:

- (i) Any communication from investors through statutory authorities viz. stock exchanges, Registrar of Companies, Regional Directors, SEBI, etc. which:
 - is not treated as a complaint by the statutory authority, or
 - which would not have been treated as a complaint by the Company, if it was directly addressed to the Company, will not be treated as a complaint.
- (ii) Any communication from investor pertaining to processes specified under “Investor Servicing Timeline” will be considered as a request if, the RTA / Company has adhered to the timelines for completing the process or responded to the investor on or before the due date with the requisition for necessary information / documents as maybe required to process the request.
- (iii) Any communication requisitioning information or documents relating to the Company or its operations, as per statutory rights available to the investors, will be treated as a request (and not a complaint) if the requisition is in proper format and the Company has responded to the same within prescribed time limits.
- (iv) Any communication / suggestions / enquiry about procedures for any action, will be considered as a request / general enquiry and not a complaint. Incomplete communications/ communications without requisite supporting documentation or any communication which is vague or nonspecific in nature, will not be treated as a complaint.
- (v) Communications / complaints in relation to matters that are sub-judice, will not be treated as a complaint under this Policy.

3.2 Investor Complaints

The investors communication will be treated as complaint in the following situations:

- (i) 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.
- (ii) Any communication from an investor, which is not responded to, within the Stipulated turnaround time (“STA”), shall be considered as a complaint.
- (iii) “STA” means the timelines as specified in the Investor Timelines section of this Policy, within which the RTA or the Company is required to respond / communicate with the investors.

3.3 Other general principles guiding classification of investors' communication

- (i) Multiple correspondence / communications / reminders, received for the same matter within the turnaround time stipulated in this Policy for handling of the query or communication, will be treated as one complaint.
- (ii) If investor approaches multiple statutory authorities with same / similar query during a quarter, the same shall be treated as one complaint from such investor, for the purpose of regulatory filings during the quarter.

In case of any ambiguity, the Compliance Officer shall be the sole authority to decide on the nature and classification of the communication and the decision of the Compliance Officer in this regard, shall be final and binding.

4. Contact Details

Purpose	Contact details	Address
For share related matters	KFin Technologies Limited, Share Transfer Agents Email: einward.ris@kfintech.com	KFin Technologies Limited Unit: Cipla Limited. Selenium Tower B, Plot No.: 31 & 32, Gachibowli, Financial District, Nanakramguda, Serilingampally, Hyderabad – 500 032, Telangana Tel: (040) 6716 2222 / 7961 1000 Fax: (040) 2300 1153
For IEPF related matters	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

5. Miscellaneous

- (i) This Policy shall be disclosed on the website of the Company.
- (ii) Any words / terms used in the Policy but not defined herein shall have the meaning ascribed to such term in the Articles of Association of the Company; the Companies Act, 2013 and the rules made thereunder; the Securities and Exchange Board of India Act, 1992 read with the rules and regulations made thereunder, and any other relevant legislation / law applicable to the Company.
- (iii) In the event of a conflict between the terms of the Policy and any rule, regulation or standards, the provisions of such rule, regulation or standards shall prevail over this Policy, to the extent of such inconsistency.
- (iv) In case of any dispute or difference upon the meaning/interpretation of any provision in the Policy, the same shall be referred to the Compliance Officer and the decision of the Compliance Officer, in

such a case, shall be final. In interpreting such term / provision, the Compliance Officer may, in his discretion, seek the help of the management of the Company or an outside expert, as he deems fit.

- (v) The Compliance Officer is authorized 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.
- (vi) The Stakeholder Relationship Committee shall review this Policy at least once in three years, or as may be otherwise prescribed by the Stakeholder Relationship Committee / Board, from time to time. This Policy may be modified, withdrawn or suspended by the Company, at its sole discretion and without any prior intimation.

Foot Notes:

Version 1.0: Original Policy approved by SRC, effective from 05th February, 2018

Version 2.0: Revised Policy approved by SRC, effective from 04th February, 2020

Version 3.0: Revised Policy approved by SRC, effective from 20th January, 2022

Version 4.0: Revised Policy approved by SRC, effective from 02nd May, 2022

Annexure A

The Company and its RTA shall follow the below mentioned timelines for performance of its duties towards investors:

Nature of request / process	Stipulated Turnaround Time
Request for copy of the Annual Report	15 days
Processing Demat and Transposition request	
Change in / up-dation of contact details (address, e-mail, and mobile number), bank account details and PAN	
Re-validation of dividend warrants and sending the remittance request files to the bank	
E-mail intimation regarding distribution of corporate benefits (dividend, bonus, stock split)	
Processing Transmission request	21 days
Processing of Remat requests	30 days
Issuing "Letter of Confirmation" in lieu of physical security certificate for below service requests (a) issue of duplicate security certificates, (b) Claim from Unclaimed Suspense Account; (c) Renewal / exchange of securities certificate; (d) Endorsement; (e) Sub-division / Splitting of securities certificate; (f) Consolidation of securities certificates/folios; (g) Transmission; and (h) Transposition.	
Intimation through letters regarding distribution of corporate benefits (dividend, bonus, stock Split)	
Change in / up-dation of name, signature and nomination	
Response to other inquiries and communication (other than the categories listed above)	

Investor FAQs – Cipla Limited

Overview

- Cipla Limited (“the Company”) was incorporated in the year 1935.
CIN:L24239MH1935PLC002380
- The Company’s equity shares are listed on BSE Limited (“BSE”) and National Stock Exchange of India Limited (“NSE”). The Global Depository Receipts (GDRs) of the Company are listed on theLuxembourg Stock Exchange.
- Stock Code
- BSE – 500087
- NSE – CIPLA EQ
- DR Symbol – CUSIP CIPLG / 172977209
- ISIN Number for NSDL & CDSL – INE059A01026
- The Company has appointed M/s. KFin Technologies Limited (formerly known as KFin Technologies Private Limited) as its Registrar and Share Transfer Agents (“RTA”) for handling all matters relating to its shares.

Address for correspondence

Request	Contact details	Address
For share transfer, transmission, duplicate share certificate, National Electronic Clearing Service (NECS), dividend, dematerialisation, etc.	KFin Technologies Limited Registrar and Share Transfer Agents Email: einward.ris@kfintech.com	KFin Technologies Limited Unit: Cipla Limited Selenium Tower B, Plot No.: 31 & 32, Financial District, Nanakramguda, Serilingampally Hyderabad – 500 032, Telangana Tel: (040) 6716 2222 / 7961 1000
For Corporate Governance, Secretarial and IEPF related matters	Mr. Rajendra Chopra Company Secretary and Nodal Officer 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 6120
For Financial Statements related matters and Institutional Investors	Mr. Naveen Bansal Investor Relations Email: investor.relations@cipla.com	
For Corporate Communication related matters	Ms. Pallavi Golar Senior Manager Corporate Communications Email: pallavi.golar@cipla.com	

Right of shareholders

The Company seeks to protect and facilitate the exercise of the following rights of shareholders:

- right to participate in, and to be sufficiently informed of, decisions concerning fundamental corporate changes.
- opportunity to participate effectively and vote in general shareholders meetings.
- being informed of the rules, including voting procedures that govern general shareholders meetings.
- opportunity to ask questions to the board of directors at general meetings.
- effective shareholders participation in key corporate governance decisions such as 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.
- Other rights as specified in the statutory enactments.

1. How to transfer physical securities to my name?

SEBI vide its Notification No. SEBI/LAD-NRO/GN/2018/24 dated June 8, 2018, amended Regulation 40 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, pursuant to which post December 5, 2018, transfer of securities could not be processed unless the securities were held in the dematerialised form. The said deadline was extended by SEBI to March 31, 2019. However, transfer deed(s) lodged on or before March 31, 2019, and returned due to deficiency in the document could be re-lodged for transfer even after the said deadline.

SEBI vide its Notification No SEBI/HO/MIRSD/RTAMB/CIR/P/2020 /166 dated September 07, 2020, fixed March 31, 2021, as the cut-off date for re-lodgment of transfer requests. Accordingly, from April 1, 2021, a person cannot lodge request for transfer of shares in physical form. However, the said restriction does not apply to transmission or transposition of securities.

SEBI has further clarified that the Shareholder are not prohibited from holding the shares in physical form even after April 1, 2021.

In view of the above, shareholders are requested to dematerialise their shares held in physical mode. Please refer to the section on dematerialisation of shares for more details.

Dematerialisation and Rematerialisation of shares

1. What is Demat and what are its benefits?

Dematerialisation (or Demat) signifies the conversion of a share certificate from its present physical form to electronic form for the same number of holdings.

It offers scope for paperless trading through state-of-the-art technology, whereby share transactions and transfers are processed electronically without involving any share certificate or transfer form after the share certificates have been converted from physical to electronic form.

No stamp duty is payable on transfer of shares in demat form. Demat attempts to avoid the time consuming and complex process of getting shares transferred in the name of buyers and also aims to bypass inherent problems of bad deliveries, delay in processing / fraudulent interception in postal transit, etc.

Dematerialisation of shares is optional, and a shareholder can still hold shares in the physical form. However, the shares must be in demat form if the shareholder wishes to transfer the shares or sell the same through the Stock Exchanges.

2. How does the Depository System operate?

The operations in the Depository System involve the Depositories, Depository Participants, Company/Registrars and Shareholders.

A Depository Participant (“DP”) is the agent of the Depository and is the medium through which shares are held in the electronic form. They are also the representatives of the Shareholders, providing the link between the Shareholders and the Company/ RTA through the Depository.

3. How can services of a depository be availed?

To avail the services of a depository one is required to open an Demat account with any of the depository participant of National Securities Depository Limited (NSDL) or Central Depository Services (India) Limited (CDSL).

4. What are the benefits of availing depository services?

- A safe, convenient way to hold securities; Immediate transfer of securities;
- No stamp duty on transfer of securities from one demat account to another; Elimination of risks associated with physical certificates;
- Reduction in paperwork involved in transfer of securities; More liquidity for purchase / sale of securities;
- Change in address, bank mandate, etc. recorded with DP gets registered with all companies in one go in which the shareholders hold securities electronically thereby eliminating the need to correspond with each of them separately;
- Easy nomination facility;
- Smooth transmission of securities in case of any eventualities.

5. How do I convert physical shares to demat form?

You need to have a demat account with any of the depository participant of NSDL or CDSL. Thereafter, fill a Dematerialisation Request Form (DRF) provided by the DP and surrender the physical original share certificate(s) intended to be dematerialised to the DP.

Upon receipt of the shares and the DRF, the DP will send electronic requests through the Depository to the RTA for confirmation of demat. Each request will bear a unique transaction number.

Simultaneously, the DP will surrender the DRF and the shares to the RTA with a covering letter requesting the RTA to confirm the demat. After verifying the documents received from the DP, the RTA will confirm the demat to the Depository.

This confirmation will be passed on from the Depository to the DP, who holds your account. After receiving this confirmation from the Depository, the DP will credit your account with equivalent number of dematerialized shares. The DP will then hold the shares in the dematerialized form on your behalf and you become the beneficial owner of these dematerialized shares.

6. [Can I dematerialise shares held jointly, in the same combination of names, but the sequence of names is different?](#)

Depositories provide “Transposition cum Demat facility” to help joint holder dematerialise securities in difference sequence of names. For this purpose, one must fill the DRF and Transposition Form and submit to the DP.

7. [Once my shares are dematerialised, can I get them converted into physical shares?](#)

If you hold shares in the electronic form, you have the option of converting your holding to the physical form by submitting a Rematerialisation Request Form (RRF) through your DP. The procedure is similar to that of Dematerialisation. Upon receiving such a request from your DP, the Company will issue physical share certificates for the number of rematerialised shares.

It is however advisable to note the benefits of holding shares in demat mode before converting the shares to physical form.

8. [How do I get my dividends on dematerialised shares?](#)

On the Record date, the Depository will provide a list of demat account holders indicating the number of shares held in electronic form (known as Benpos – Beneficiary Position). On the basis of Benpos, the Company will make dividend payments in favour of demat account holders.

It is advisable to register your bank mandate with your DP to enable the RTA to credit all your dividends directly into your bank account.

If in case Bank Mandate are not registered or dividend is not credited to the bank account than the Company/RTA will send the Demand Draft / Dividend Warrant at the registered address of Shareholder.

9. [Will I get the Annual Report after I demat my shares? Will I be able to attend the AGM?](#)

The rights of the shareholders holding shares in demat mode are at par with holders of shares in physical form. Hence, you will be eligible for the Annual Report and can rightfully attend the AGM as a shareholder.

10. [What are the chances of any fraud/disputes in using a demat account? Whom should I approach in such cases?](#)

Common risk factors applicable to trading in physical shares like mismatch in signatures, loss in postal transit, etc., are absent since dematerialised shares are traded scrip-less.

However, in the unlikely event of any dispute, your Depository Participant would have to be approached for resolution of the same.

11. Can I pledge my shares in demat form?

Yes. Please contact your DP where you hold a demat account.

12. Why can't the Company take request for change of details recorded in the demat account?

As per the Depository Regulations, the Company is obliged to take on record the details of demat shareholders furnished by the concerned Depository Participant. The Company cannot make any change in such records received from the Depository.

13. Can one freeze or lock his Demat accounts?

Yes. One can freeze or lock his/her demat accounts for any given period of time. Demat accounts can be frozen for debits (preventing transfer of securities out of accounts) or for credits (preventing any movements of hindrances into accounts) or for both.

14. Can a shareholder open a single demat account for securities owned in different ownership patternssuch as securities owned individually and securities owned along with others?

No. The demat account must be opened with the same ownership pattern in which the securities are held in physical form. Eg: If one share certificate is in individual name and another certificate is jointly held with some other person, in such case two different demat accounts would need to be opened.

Nomination in respect of shareholding

1. What is nomination facility and to whom is it more useful?

Section 72 of the Companies Act, 2013 provides the facility of nomination for shareholders. This facility is mainly useful for individuals holding shares in sole name. In case of joint holding of shares by individuals, nomination will be effective only in the event of death of all joint holders.

2. Who can appoint a nominee and who can be appointed as a nominee?

Individual shareholders holding the shares in single name or joint names can appoint a nominee. In case of joint holding, joint holders together have to appoint the nominee. While an individual can be appointed as a nominee, a trust, society, body corporate, partnership firm, karta of HUF or a power of attorney holder cannot be appointed as a nominee(s). Minor(s) can however be appointed as a nominee.

3. How do I make a nomination with regard to my shareholding?

To make a nomination for shares held in physical mode, please submit a duly filled in and signed nomination Form SH-13 to the RTA. If you hold shares along with other holders, then all holders are required to sign the nomination form. In case of dematerialised shares, your nomination has to be recorded with your DP.

Option for multiple nominations for each folio / DP Id Client Id is also available.

4. Do I have to send my share certificates along with the nomination form?

It is not required to send your share certificate at the time of registration of the nominee.

5. My shares are held in joint names. Are the joint holders nominees to the shares?

Joint holders are not nominees. They are joint holders of the relevant shares. In the event of death of any one of the joint holders, the surviving joint holder/s of the shares is/are the only person(s) recognized by the Company as the holders of the shares.

6. Can a nomination once made be revoked / changed?

A nomination once made can be revoked / changed by submitting a fresh nomination in Form SH-14. If the nomination is made by joint holders, and one of the joint-holders dies, the surviving joint holder/s can make a fresh nomination by revoking the existing nomination.

In case where holder(s) opts to revoke the nomination, they are also required to submit Form ISR-3 along with Form SH-14.

7. What happens to the nomination if I dematerialise/rematerialize the shares?

The nomination gets cancelled in case you opt to dematerialise/rematerialize the shares. A fresh application for nomination will be required to be filed with your DP or the Company, as the case maybe, post such dematerialisation/rematerialisation.

8. Nomination Form is an important document like a Will. What precautions shareholders should take to ensure that their instruction as to transmission would be acted upon by the Company / the RTA?

The shareholders concerned should preserve a copy of the nomination form for their record. After registering the nomination, the RTA will inform the shareholder(s) in writing of the registration of nomination.

9. Does transmission of shares to nominees attract stamp duty?

If the nominee elects to register himself as a shareholder, he has to intimate his decision in writing to the RTA. This being in the form of transmission of shares will not attract stamp duty.

10. What is the legal position of the nominee in case of death of the shareholders?

In case the shares are held by sole holder, upon the death of the shareholder, the nominee to the exclusion of any other legal heir/beneficiary, is the only person in whom the shares vest. In other words, in case of a valid nomination, the Company will not entertain any claim from legal heirs or beneficiaries and the shares will be transmitted only in favour of the Nominee.

In case the nomination is made by joint-holders, it will come into play only upon the death of all the joint holders. Therefore, if one of the joint shareholder dies, the shares will devolve on the surviving shareholders to the exclusion of the nominee.

11. What is the procedure for the nominee to get the shares in his name?

Upon the death of a shareholder, the nominee is entitled to have the shares transmitted in his favour. He/she is required to submit a notice in writing to this effect along with the original share certificate, attested copy of the death certificate of the deceased shareholder(s) along with attested copy of PAN Card and proof of address to the satisfaction of the RTA/ Company.

Upon scrutiny of the documents submitted by the nominee and any other document, if required, and on being satisfied about the identity of the nominee, the shares will be transmitted in his/her favour and share certificates will be returned to him/her duly endorsed.

Transmission of shares

1. In case of joint holdings, in the event of death of one shareholder, how do the surviving shareholders get the shares in their names?

The surviving shareholders are required to submit a request letter supported by a self attested copy of their PAN cards, a notarised copy of the Death Certificate of the deceased shareholder and the relevant original share certificates.

The RTA, on receipt of the said documents, will delete the name of deceased shareholder from its records and return the original share certificates to the surviving joint holder(s) with the necessary endorsement.

2. If a shareholder who held shares in his sole name dies without leaving a will, how can his legal heir/s get the shares transmitted in their names?

Where the securities are held in single name without a nominee, an affidavit from all legal heir(s) made on appropriate non judicial stamp paper, to the effect of identification and claim of legal ownership to the securities shall be required and additionally

- (i) a copy of Succession Certificate or Probate of Will or Will or Letter of Administration or Court Decree or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, attested by the legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted Officer:

Provided that in a case where a copy of Will or a Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall be accompanied with a notarized indemnity bond from the legal heir(s) /claimant(s) to whom the securities are transmitted, in the format specified by the Board:

Provided further that in a case where a copy of Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall also be accompanied with a No Objection from all non-claimants, stating that they have relinquished their rights to the claim for transmission of securities;

- (ii) for value of securities, threshold limit, upto Rs. 5 lakh only in case securities held in physical mode, and up to rupees fifteen lakhs per beneficial owner in case of securities held in dematerialized mode, as on date of application, and where the documents mentioned in para (i) are not available, following documents may be submitted:

- no objection certificate from all legal heir(s) stating that they do not object to such transmission or copy of family settlement deed executed by all the legal heirs duly attested by a notary public or by a Gazetted Officer; and
- a notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the Share Transfer Agent/ listed entity, in the format specified by the Board: holder

RTA may also require any other document for verification of the claim.

3. If the deceased family shareholder who held shares in his/her sole name leaves a Will, how do the legal heir/s get the shares transmitted in their names?

The legal heirs are required to get the Will probated by the High Court/District Court of competent jurisdiction and then send the RTA, a probated copy of the Will. This should be accompanied by a relevant schedule/annexure setting out the details of the shares, the relevant share certificates in original, the transmission form for transmission, original or copy of death certificate of shareholder(s) duly attested by a notary public, attested PAN card and address proofs of all the claimants.

I have already produced the attested/registered Will. Since getting it probated would take a long time and money, is it possible to avoid that procedure?

In order to ascertain that the Will in question is the last Will and testament made by the deceased, it is important that the same is authenticated/probated by the Court. This is to protect the interest of the shareholders at large and to obviate any future claims/disputes on the same.

4. The name of a joint holder was included only for convenience by the first holder. I am the only legal heir. Could you transfer the shares in my name as per the will/probate?

As per law, the joint holder is deemed to be having indivisible ownership of the joint property and the Company cannot ascertain as to how or why the name was included. As per the Articles of Association of the Company, the surviving joint holders are the only persons recognised as having title to the shares.

5. Is stamp duty payable on transmission of shares ?

No, stamp duty is not required to be paid for transmission of shares

6. What is the procedure for transmission of shares that are held in dematerialized form?

Kindly contact your DP for the same.

Change of address

1. If the shares are in physical form, what is the procedure for change of address?

Kindly send a duly filled request Form ISR-1 signed by all the shareholders accompanied by attested copy of the address proof such as Aadhar card, passport, electricity bill or any other documents as prescribed in the said Form ISR-1 to the RTA.

Once RTA receives duly signed Form ISR-1 along with address proof as prescribed, the RTA will:

- in cases where the signature matches with the available record, process request without any further delay.
- In other cases, RTA will forthwith issue intimation to both the old and new addresses through Speed post providing timeline of 15 days for raising objection, if any.

2. What if no objection received?

In the absence of any objection, the request for change in address shall be processed.

3. What if letter returns undelivered or if any objection received?

If the letters sent to either the old and /or new addresses is / are undelivered or if there is an objection received in response to such letter, then provide any one of the following

- Any one of the documents as prescribed in request Form ISR-1, reflecting the old address; or
- Counterfoil of dividend warrant received from the company; or
- Bank statement showing the credit of dividend received.

In case where the letter is undelivered at the old address and current address proof provided is issued by a Government Authority, the RTA will not insist for any further proof of old address.

4. If the shares are demat mode, what is the procedure for change of address?

Since your DP maintains the records of your dematerialised shares, you have to approach your DP for any change in address.

5. Can there be multiple addresses for a single folio?

No. There can be only one registered address for one folio.

6. Can joint holders other than the first holder request for change of address?

No. The request form for updation of records should be signed by all the shareholders.

Dividend and IEPF

1. I have not received my dividend. What action do I take?

You may write to the RTA by furnishing the particulars of the dividend not received quoting your folio number/ DP ID / Client ID particulars (in case of dematerialised shares). If the dividend is unclaimed as per our records, RTA will issue the relevant dividend warrants in your favour.

2. What is the procedure for obtaining a fresh dividend warrant / demand draft in place of expired dividend warrant / demand draft?

Fresh dividend warrant / demand draft can be issued only on expiry of the original dividend warrant

/ demand draft. Once the validity period has expired, you can write to the RTA by furnishing details of unclaimed dividend. If the dividend amount is still shown as unclaimed in our Bank Statement, we will issue a duplicate warrant.

3. Can I claim old dividends relating to past years that I have not received?

Pursuant to the applicable provisions of the Companies Act, 2013, the dividend declared by the Company, which is not claimed by the shareholders within 30 days from the date of the declaration, is required to be transferred to the Unpaid Dividend Account and the details of the shareholders, whose dividend is transferred to such account, is required to be uploaded on the website of the Company.

The dividend lying in this Unpaid Dividend Account can be claimed by the shareholders by writing to the RTA with details of folio number (in case of physical holdings) or the DP ID/Client ID (in case of dematerialized holdings) along with KYC documents.

Further, pursuant to the provisions of section 124 and 125 of the Companies Act, 2013 and Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016 (including the provisions of section 205A and 205C of the erstwhile Companies Act, 1956), dividends that remain unclaimed for a period of seven years shall be transferred to Investor Education and Protection Fund (IEPF). Accordingly, unclaimed dividends lying in Unpaid Dividend Account pertaining to relevant financial year is regularly transferred by the Company to IEPF on completion of seven years.

Shareholders of the Company, whose unclaimed or unpaid dividend amount has been transferred to IEPF Authority pursuant to aforesaid provisions, may claim shares or unclaimed dividend amount from IEPF Authority by making an online application to the IEPF Authority in Form No. IEPF-5 available on the website <http://www.iepf.gov.in/IEPF/corporates.html>. Thereafter, please send Form IEPF-5, payment challan and other documents (in original) as prescribed in aforementioned rules to the Nodal Officer. For details of unclaimed dividend post financial year 2010, please refer to the section on unclaimed dividend on Cipla website.

4. In order to protect against fraudulent encashment, I want to incorporate the details of my bank account in my dividend warrant. What is the procedure that I should follow?

If you hold shares in physical form, please update your bank mandate with the RTA vide Form ISR-1 along with copy of bank statement having details of bank name, branch, account number and IFS Code or a copy of cancelled cheque. Alternatively, Bank details available in the Client master list provided by you, will be updated in the folio. The RTA will then incorporate the details in all your future dividend payments.

Shareholders holding shares in dematerialised form may please note that their bank details as furnished by the respective depositories to the Company are considered for dividend payment. Such shareholders may please note that the RTA will not entertain any direct request from shareholders for change/deletion in bank details. Further instructions if any, already given by them in respect of shares held in physical form will not be automatically applicable to the dividend paid on shares held in dematerialised form. Shareholders may therefore give instructions regarding bank accounts in which they wish to receive their future dividends to their DPs.

5. Where can the status of unclaimed dividends be verified?

The Company has uploaded the details of unclaimed dividend on the website of the Company i.e. www.cipla.com, which can be accessed by the shareholders by entering the folio no. / DP ID Client ID.

6. Why were my shares transferred to Investor Education and Protection Fund? How can I claim back my shares?

As per section 124(6) of the Companies Act, 2013 and Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016, as amended, all shares in respect of which dividend has not been paid or claimed for seven consecutive years or more shall be transferred by the company in the name of IEPF.

Shareholders whose shares are transferred to IEPF, may claim the shares from the IEPF by submitting Form IEPF-5 online. The Form IEPF-5, along with an instruction kit is available on the website of IEPF Authority - <http://www.iepf.gov.in/IEPF/corporates.html>. Thereafter, please send Form IEPF-5, payment challan and other documents (in original) as prescribed in aforementioned rules to the Nodal Officer.

Loss of share certificates

1. I have lost/misplaced my share certificates, what are the steps that I should take to obtain duplicate share certificates?

You are required to immediately inform the RTA about the loss of share certificates along with First Information Report ("FIR") filed with police. Kindly ensure that your folio number and details of share certificates are reflected in the FIR and in your correspondence with the RTA. They shall immediately mark a caution on your folio to prevent any further transfer of shares covered by the lost share certificates. Upon receipt of intimation about loss of certificates, the RTA will revert with the required formalities such as Newspaper Advertisement, Indemnity Bond, etc. to be complied with for obtaining duplicate share certificates.

2. What action should I take if I retrieve the original share certificate, which I had reported to the Company as lost?

In case, a duplicate share certificate has been issued, you are required to immediately surrender the original share certificate to the RTA. In case the original share certificates are found before you comply with the procedure for obtaining duplicate share certificates, please inform the RTA immediately so that we can remove the caution from your folio immediately.

Green initiative

1. What is Green Initiative? Why should I register for the same?

Green Initiative is an effort of the Government of India which aims at reducing paper consumption thereby contributing to a greener environment. Towards this, the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 allow companies to issue Annual Reports and other documents to the shareholders in electronic mode.

By registering for Green Initiative, every shareholder will get an opportunity to contribute to this noble cause for the benefit of our future generations.

2. How do I register for e-communication?

Register your email id with the RTA (in case of physical shares) and your DP (in case of demat shares) for registering for e-communication.

Miscellaneous

1. How can I submit documents / details to RTA to process any request?

You can use any one of the following mode;

- a. In-Person Verification (IPV): by producing the originals to the authorized person of the RTA, who will retain copy(ies) of the document(s)
- b. Through hard copy: by furnishing self-attested photocopy(ies) of the relevant document, with date
- c. Through e-mail: by sending scanned copies of documents with e-sign from e-mail address which is registered in the records of the Company.

The holder/claimant may approach any of the empanelled eSign service provider (listed on the website of Controller of Certifying Authorities (CCA), Ministry of Communications and Information Technology -<https://cca.gov.in/>) that facilitates issuing of 'Digital Signature Certificate'.

2. If I hold shares in physical mode, is it mandatory to furnish PAN, full KYC details and Nomination?

Yes. SEBI vide its Circular No. SEBI/HO/DOP1/CIR/P/2018/73 dated November 3, 2021 has mandated holders of physical securities to furnish PAN, full KYC details (address proof, bank details, e-mail address, mobile number) and Nomination.

If any of above cited details are not available for any folio on or after April 1, 2023, then such folio shall be frozen by the RTA as directed by SEBI.

From January 1, 2022, the RTAs shall not process any service requests or complaints received from the holder(s) / claimant(s), till PAN, KYC and Nomination documents/details are received.

3. Can folio frozen, in absence of PAN, KYC and Nomination details, get back to normal status?

Yes. The RTA shall revert the frozen folios to normal status upon receipt of all the aforesaid documents
/ details or dematerialization of all the securities in such folios.

4. Is it mandatory to dematerialise my shares after placing any service request?

Yes. SEBI vide its Circular No. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/8 dated January 25, 2022 has directed listed companies to issue securities in dematerialized form only while processing below mentioned service requests:

- i. Issue of duplicate securities certificate
- ii. Renewal / Exchange of securities certificate
- iii. Sub-division / Splitting of securities certificate
- iv. Transmission
- v. Claim from Unclaimed Suspense Account
- vi. Endorsement
- vii. Consolidation of securities certificates/folios
- viii. Transposition

The RTA / Company upon processing the service requests, will issue a 'Letter of confirmation' in lieu of physical securities certificate(s) within 30 days of receipt of valid specified request from shareholder.

Accordingly, holder of physical securities are mandated to place request for dematerialization of shares with depository participant within 120 days of issuance of Letter of Confirmation by RTA / Company.

If holder of physical securities fails to submit the request for dematerialization of shares within aforesaid period, then such physical securities will be credited to Suspense Escrow Demat Account of the Company.

5. I wish to split / consolidate my share certificated into marketable lots. What is the procedure that I should follow?

Forward your original share certificates along with a request letter signed by all the registered shareholder/s to the RTA.

6. I hold more than one folio in the same name. Can I consolidate these folios?

Yes. The folios with identical name and/or in the same order of identical names (in case of joint-holding) bearing the same address can be consolidated as one. For consolidating your folios, forward the original share certificate relating to those folios which you wish to merge along with a request letter duly signed by all the registered holders to the RTA and we will return the share certificates by endorsing the consolidated folio number.

7. In the year 1994, the Company had sub-divided face value of the shares from Rs.100 to Rs.10 and thereafter in the year 2004 from Rs.10 to Rs.2. However, I still hold share certificates of face value Rs.100 or Rs.10. How do I exchange them with new share certificates of face value Rs.2?

Please forward your old original share certificates of face value Rs. 100 / Rs. 10 to the RTA along with a request letter signed by the registered shareholder(s) and we shall issue new exchange share certificates of face value Rs. 2, post completion of necessary formalities.

8. I want to authorise another person to deal with my shares. Do I have to report this to the Company?

Yes. You will have to execute a Power of Attorney in favour of the concerned person and submit a notarised copy of the same to the RTA for registration. After scrutiny of the documents, we shall register the Power of Attorney and provide you with the registration number of the same.

9. We hold shares in joint names and would like to change the order of names.

Please forward your original share certificates along with a request letter duly signed by all the joint-holders as per the specimen signatures recorded with the Company mentioning the order of new names.

10. Why do I register my Permanent Account Number (PAN)?

PAN is mandatory for all transactions in securities market as per circular dated April 27, 2007 and it is also one of the documents for proof of identity.

Registration of PAN details will safeguard the interests of the shareholders since PAN is a unique checkpoint to ascertain the genuineness of the request of the shareholders.

11. What are DOs and DON'Ts for shareholders?

Please refer Do's and Don'ts specified by SEBI vide its Circular No. SEBI/HO/DOP1/CIR/P/2018/73 dated November 26, 2021.

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