



DABUR INDIA LIMITED

Investors Services Cell: Punjabi Bhawan,
10 Rouse Avenue, New Delhi – 110 002

Investors Policy

A. Disclosures to Investors

In accordance with companies Code of Corporate Disclosure Practices only public information shall be provided to the analysts, research persons, large investors like institutional investors etc. If the information to be shared with such persons is confidential and not yet public, then the said information shall simultaneously be made public by informing to Stock Exchanges.

In order to ensure that investors get a good understanding of the company and its strategies, the Company will hold:

1. One-on-one meetings and quarterly conference calls - with investors to show case the company's performance and also highlight the company's forward looking strategy
2. Webcasting - Dabur's quarterly conference calls are webcast. Webcasts to be left up on corporate Web sites for upto 1 month
3. Group Analyst Meeting both in India and overseas. The objective is to hold regular analyst meets in India and at least one analyst meeting outside India for the benefit of FII's (Foreign Institutional Investors) to enable them understand the Operations at Dabur better.

Focussing the above objectives, the Company has appointed an Investors Relations Officer, with the following job responsibilities:-

1. Building Interest in the firm on the buy side
2. Being a strategic advisor to the Senior Management
3. General market intelligence, including data on stock trading and shareholder characteristics
4. General shareholder feedback/opinions
5. Peer comparisons
6. Intelligence on competitors
7. Anticipated market reaction toward planned corporate developments such as mergers and acquisitions or divestitures
8. Coping with the short term perspective of the investment committee
9. Building Investor Confidence in the firm
10. Being a part of the company's disclosure team



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B. Investors Services

In order to provide efficient services to investors and for speedy redressal of the complaints, the Board of Directors has delegated the power to Stakeholders Relationship Committee for speedy disposal of work relating to transfer and transmission of shares and other matters like split up / sub-division, and consolidation of shares, issue of new certificates on re-materialisation, sub-division, consolidation, exchange and duplicate share certificates. The Board Committee has further sub-delegated the power jointly to any two of Mr A K Jain, Senior General Manager (Finance) and Company Secretary, Mr. Praveen Mudgal, Joint Company Secretary and Ms Sarita Agarwal Manager - Secretarial, subject to a maximum of 10000 shares per case but in case of Demat the limit will be 40000 shares per case

Registrar & Share Transfer Agent

Share related services are looked after by Karvy Computershare (P) Ltd., Registrar & Share Transfer Agents (RTA) situated at :-
Karvy Computershare (P) Ltd.
17-24, Vittal Rao Nagar
Madhapur
Hyderabad - 500081

The shareholders can get in touch over the phone by calling 040-44655000 or by e-mailing at einward.ris@karvy.com.

Transfer of shares

The shares for transfer may be lodged with RTA or the Company at its Registered Office. All transfer requests are processed by the RTA within a period of 15 days. In case of non-receipt of response from the RTA within 20-25 days of lodging the transfer request, investors may contact the Company directly with details of documents to find out the current status of shares.

Dividend

The Company makes payment of dividends through Electronic Clearing Services (ECS). Under this mechanism, the dividend is electronically credited to the investor's bank accounts and the companies as well as investors are immensely benefited as the process of issue of physical dividend warrants is done away with. The mandate form for opting to receive dividends through ECS may be filled and signed and forwarded to the Company's RTA. In other cases dividend is paid through warrants with bank details of shareholders printed thereon to avoid fraudulent encashment.



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In accordance with the provisions of Section 205C of the Companies Act, 1956 the amount of dividend remaining unclaimed and unpaid for a period of seven years from the date of payment, is required to be transferred to the Investor Education and Protection Fund (IEPF).

Members who have not yet received their dividends are requested to email their request at investors@dabur.com. Members are also advised that no claim shall lie either against the Fund or the Company in respect of dividend which remain unclaimed and unpaid for a period of seven years from the date of payment and no payment shall be made in respect of such claims.

Change of address

The change in address is effected on receipt of written request from the members. The request should be signed by all the holders, and the signatures must tally with the specimen signatures recorded with RTA. The change in address is effected within a period of 15 days and confirmed by sending a postal intimation to the shareholders.

Nomination Facility

The Company's Amendment Act, 1999 has introduced the concept of nomination of shares. Shareholders desirous of nominating anybody as their nominee may send a duly filled and signed Nomination Form no. 2B, and forward it to the Company's RTA for incorporating the same in our records. The Nomination Form is available on Company's website Dabur.com.

Dematerialization of shares

Dabur is one of the first few Companies to opt for depository system. In view of this, all the shareholders having shares in physical form are advised to get their shares converted into electronic form. The procedure for dematerialisation of shares is as under:.

- Open an account in the name(s) of shareholder(s) with any of the Depository Participants (DP).
- Surrender the original share certificate to the DP together with duly filled & signed Demat Request Form. The shareholders will be required to use the original Demat Request Form of the concerned DP.
- Confirm with DP the credit of shares to your Demat Account.

Loss of share certificate

In case of loss of share certificates, the shareholders are required to lodge the First Information Report (FIR) immediately and write to the company enclosing therewith the original FIR (retain copy) requesting to mark stop transfer against the lost share certificates. The letter should be signed by all the shareholder(s) in



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case shares are held in joint names. The letter should be addressed to Mr. Sanjeev Sharma at the following address:

Dabur India Limited
3rd Floor, Punjabi Bhawan,
10 Rouse Avenue,
New Delhi – 110 002.

On receipt of the intimation, the company, after verifying the signature(s), will mark the stop transfer and request the shareholder(s) to comply with the formalities for issue of duplicate share certificate.

Loss of share certificates may be of two types:

1. When the share certificate is lost by the holder(s)
2. When the share certificate purchased from the market together with transfer deed is lost by the purchaser(s) before registering the transfer of said share certificate in his/her name(s). There are different sets of documents to be executed for issue of duplicate share certificates in both the above cases. There are:

i) In case of loss of share certificates by the holder, the following documents are required to be executed:

- A photocopy of the FIR.
- An Indemnity Bond executed on Non-Judicial Stamp Paper of Rs.100/- witnessed by at least one person.
- An Affidavit executed on Non-Judicial Stamp Paper of Rs.10/- duly verified in the presence of First Class Executive Magistrate or a Notary Public.
- A demand draft for Rs.2,000/- payable in favour of Dabur India Limited, payable at New Delhi towards proportionate cost of advertisement to be given in the newspaper.

ii) In case of loss of share certificates by the purchaser(s) before the share certificate is transferred in his/her name, the following documents are required to be executed:-

- A photocopy of FIR
- A letter addressed to the Board of Directors of the company signed by all the purchaser(s) and affixed with the appropriate share transfer stamps.
- An Indemnity Bond executed on Non-Judicial Stamp Paper of Rs.100/- witnessed by atleast one person.
- An Affidavit executed on Non-Judicial Stamp Paper of Rs.10/- duly verified in the presence of First Class Executive Magistrate or a Notary Public.



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Original purchase bill/contract note of the SEBI registered broker depicting the distinctive number of shares reported lost.

- Original proof of payment made for buying the said shares. A demand draft for Rs.2,000/- payable in favour of Dabur India Limited payable at New Delhi towards proportionate cost of advertisement to be given in the newspaper.

On receipt of the required documents, the duplicate share certificate will be issued to the shareholder(s)/purchaser(s) after giving a public notice in the newspaper, provided nobody objects to the same within the time stipulated in the public notice. With a view to minimize the expenses on advertisement, the public notice for issue of duplicate share certificates is issued when the company has around 10-12 requests for the same. As a result, this entire process can take upto 2-3 months.

C. Complaints Redressal

Investors can send their complaints giving particulars of name, folio no., DP ID/Client ID, nature and full particulars of complaint directly to RTA at the above referred address. If no satisfactory reply is received within 15 days, the investors can directly write to:-

1. For Institutional Investors:-

Mrs Gagan Ahluwalia
Dabur India Limited,
Punjabi Bhawan, 10, Rouse Avenue, New Delhi - 110 002.
Tel. Nos.: 011-42786000; Fax No. 011-23222051;
E-mail: ahluwaliag@dabur.com

2. For Retail Investors:-

Mr Sanjeev Sharma
Dabur India Limited,
Punjabi Bhawan, 10, Rouse Avenue, New Delhi - 110 002.
Tel. Nos.: 011-42786000; Fax No. 011-23222051
E-mail: investors@dabur.com

If the complaint remains outstanding for more than 30 days, the investors can directly approach/write to:-

Mr A K Jain,
Sr. General Manager (Finance) & Company Secretary
Dabur India Limited,
Punjabi Bhawan, 10, Rouse Avenue, New Delhi - 110 002.
Tel. Nos.: 011-42786000; Fax No. 011-23222051
E-mail: ashokj@dabur.com



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D. Rights of a Shareholders/Debenture-holder/Deposit-holder

Rights as a Shareholder

As an individual shareholder you enjoy the following rights:

- To receive the share certificates, on allotment or transfer (if opted for transaction in physical mode) as the case may be, in due time.
- To receive the share certificates on rematerialisation in due time.
- To receive copies of the Annual Report containing the Balance Sheet, the Profit & Loss Account and the Auditor's Report.
- To participate and vote in general meetings either personally or through proxy
- To receive dividends in due time once approved in general meeting.
- To receive corporate benefits like rights, bonus etc. once approved.
- To apply to Company Law Board (CLB) to call or direct the calling of Annual General Meeting (as per provisions of Companies Act, 1956)
- To inspect the minute books of the general meetings Register of Members, Register of Contracts, Register of Investments and to receive extract thereof upon payment of requisite fee.
- To proceed against the Company by way of civil or criminal proceedings, if need be.
- To apply for the winding up of the company (as provided in the law).
- To receive the residual proceeds, in case if a company is wound up.
- To make nomination in respect of shares held by you.

Besides the above rights, which you enjoy as an individual shareholder, you also enjoy the following rights as a group:

- To requisition an Extra- ordinary General meeting.
- To demand a poll on any resolution.



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- To apply to CLB to investigate the affairs of the Company
- To apply to CLB for relief in cases of oppression and/or mismanagement.

You may note that the above mentioned rights may not necessarily be absolute. For example, the right to transfer securities (in physical form) is subject to the Company's right to refuse transfer as per statutory provisions.

Rights as a Debenture-holder

- To receive interest / redemption in due time
- To receive a copy of the trust deed on request
- To apply for winding up of the company if the company fails to pay its debt.
- To approach the Debenture Trustee with your grievance, if any.

Rights as a Deposit-holder

- To receive interest / maturity redemption proceeds in due time.
- To apply for winding up of the company, if the company fails to pay its debt.
- To approach the CLB with your grievance, if any.

