



# DABUR INDIA LIMITED

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

## Investors Policy

### A. Overview

- The equity shares of Dabur India Limited (“Dabur” or “the Company”) are listed on BSE Limited (“BSE”) (Scrip Code: 500096) and National Stock Exchange of India Limited (“NSE”) (Scrip Symbol: DABUR).
- The Company has a shareholder base of approx. 5 Lakh Shareholders with 99.83% holding in demat form.
- Share related services are looked after by KFin Technologies Limited, Registrar & Share Transfer Agents (RTA) situated at:

#### **KFin Technologies Limited**

**Unit: Dabur India Limited**

**Address:** Selenium Tower B, Plot 31-32, Gachibowli, Financial District,  
Nanakramguda, Hyderabad – 500 032

The shareholders can get in touch over the phone by calling their toll free number 1800-309-4001 or at +91-40-6716222 / 79611000 or by e-mailing at [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com)

### B. Disclosures to Investors

In accordance with Code of Corporate Disclosure Practices of the Company, 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 first be made public by the Company 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 and transcripts thereof to be left up on corporate Web sites for 1 month and 5 years, respectively, and thereafter as per document archival policy of the Company.
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.

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



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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; and
10. Being a part of the company's disclosure team.

## C. 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 transmission of shares and other matters like split up / sub-division and consolidation of shares, issue of duplicate share certificates. The Board Committee has further sub-delegated the power jointly to Mr. A K Jain, Executive Vice President (Finance) and Company Secretary, and Ms. Sarita Agarwal, Deputy General Manager - Secretarial, subject to a maximum of 10000 shares per case but in case of shares held in demat form, the limit will be 40000 shares per case.

The physical transfer of shares is not permitted in terms of the provisions of the Companies Act, 2013 and various circulars issued by the Securities and Exchange Board of India from time to time.

### 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 downloaded from the weblink [https://www.dabur.com/img/assets/20372-dabur\\_ECS-mandate.pdf](https://www.dabur.com/img/assets/20372-dabur_ECS-mandate.pdf), and thereafter 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 124 and 125 of the Companies Act, 2013, the amount of dividend remaining unclaimed and unpaid for a period of seven years from the date of it is lying in unpaid dividend account, is required to be transferred to the Investor Education and Protection Fund (IEPF).

Members who have not yet received their dividends for the past seven years (which is lying in Company's unpaid dividend account) are requested to email their request at [investors@dabur.com](mailto:investors@dabur.com). In respect of dividend which has been transferred to the IEPF, members may claim the dividend by submitting requisite prescribed documents to the IEPF.

## Updation of Shareholder KYC and processing of Investors' requests

SEBI vide its Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 03, 2021 ("[Circular 1](#)") read with Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/687 dated December 14, 2021 ("[Circular 2](#)") has specified Common and Simplified Norms for processing investor's service request by RTAs and norms for furnishing PAN, KYC details and Nomination. These circulars *inter-alia* provide for

- (i) Registering of / Change in / Updation of:
  - a) PAN;
  - b) Nominee;
  - c) Contact details (postal address, Mobile number & E-mail);
  - d) Bank details; and
  - e) Signatures.
- (ii) Processing of request for:
  - a) Issue of Duplicate securities certificate;
  - b) Replacement / Renewal / Exchange of securities certificate;
  - c) Consolidation of securities certificate;
  - d) Sub-division / Splitting of securities certificate;
  - e) Consolidation of folios;
  - f) Endorsement;
  - g) Change in the name of the holder;
  - h) Change in status from Minor to Major and Resident to NRI and vice versa;
  - i) Claim for undelivered securities certificate, prior to its transfer Unclaimed Suspense Account;
  - j) Claim from Unclaimed Suspense (demat) Account;
  - k) Transmission; and
  - l) Transposition.
- (iii) Services through Depository Participants (**DPs**) for Demat.

The shareholders are advised to go through the above Circulars in order to understand the documents required for updating the KYC and approval of investor requests.

**Important Note:** Shareholders are requested to update their KYC Details like PAN, Contact details (Mobile Number, Email and Postal Address), Bank details, Signature and Nominee with RTA to avoid any inconvenience in the future. From January 1, 2022,



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the Company/RTA shall not process any service requests or complaints received from the shareholder(s) / claimant(s), till PAN, KYC and Nomination documents/details are received. The relevant forms for updation of details are as below:

| S. No. | Purpose                                                               | Form No.                   |
|--------|-----------------------------------------------------------------------|----------------------------|
| 1.     | Request for registering PAN, KYC details or changes/ updation thereof | <a href="#">Form ISR-1</a> |
| 2.     | Confirmation of Signature of securities holder by the Banker          | <a href="#">Form ISR-2</a> |

## Nomination Facility

In terms of Section 72 of the Companies Act, 2013 read with SEBI Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021 read together with SEBI Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/687 dated December 14, 2021 (the “SEBI Circulars”), a shareholder holding shares in physical form is required to file nomination in form SH-13 with the Company’s RTA.

The relevant forms for updation of nomination details are as below:

| S. No. | Purpose                                        | Form No.                    |
|--------|------------------------------------------------|-----------------------------|
| 1.     | Registration of Nomination (Nomination Form)   | <a href="#">Form SH-13</a>  |
| 2.     | Declaration Form for Opting-out of Nomination* | <a href="#">Form ISR -3</a> |
| 3.     | Cancellation or Variation of Nomination        | <a href="#">Form SH-14</a>  |

**\* Shareholder should mandatorily provide for ISR-3, in case he/she does not wish to file nomination in Form SH-13. Kindly also note that Form SH-14 and Form ISR-3 may be used for variation and / or cancellation of the nomination made above, as and when required in future.**

## Dematerialization of shares

Dabur is one of the first few Companies to opt for depository system. All the shareholders having shares in physical form are advised to get their shares converted into dematerialized form at the earliest as transfer or transmission of shares in physical form is not permitted under the Companies Act, 2013, Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and Circulars issued by SEBI from time to time. The procedure for dematerialization 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



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Request Form of the concerned DP.

- Confirm with DP the credit of shares to your Demat Account.

## Loss of share certificate(s)

In case of loss of share certificates, the shareholders are required to immediately write to the Company requesting to mark stop transfer against the lost share certificates. The letter should be signed by all the shareholder(s) in case shares are held in joint names. The letter should be addressed to the Company Secretary at the following address:

### **Dabur India Limited**

3rd Floor, Punjabi Bhawan,  
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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.

The detailed procedure and document requirement has been set out in the SEBI Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/70 dated May 25, 2022 ("[Circular 3](#)"). Apart from documents specified in the Circular, a demand draft is required to be provided for Rs.3,000/- issued in favour of Dabur India Limited payable at New Delhi, towards proportionate cost of advertisement to be given in the newspaper, in case the value of securities claimed is more than Rs. 5,00,000. Shareholders are advised to go through the circular in order to ensure submission of correct documents (along with the Investor Service Request Form in [ISR-4](#)) and timely approval of the request.

Further, SEBI vide Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/8 dated January 25, 2022 ("[Circular 4](#)"), mandated that the listed companies shall issue the securities in dematerialized form only while processing *inter-alia* the request for issue of duplicate certificates. Accordingly, instead of duplicate share certificate, a Letter of Confirmation ("LOC") shall be issued to the shareholder by the Company/RTA.

Accordingly, on receipt of required documents and compliance with above mentioned SEBI circulars, LOC will be issued to the shareholder(s) in compliance of Circular 3.

Thereafter, within 120 days of issue of the LOC, the securities holder/claimant shall submit the demat request, along with the original LOC, to the DP for credit of shares in their demat account.

**Investors may note that in case of non-receipt of demat request from the securities holder/claimant within 120 days of the date of issue of LOC, the shares will be credited to Suspense Escrow Demat Account of the Company.**

## **D. 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:-



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## 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: [gagan.ahluwalia@dabur.com](mailto:gagan.ahluwalia@dabur.com)

## For Retail Investors:

Mr. Shubham Jain  
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](mailto:investors@dabur.com)

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

Mr. Ashok Kumar Jain,  
Executive Vice President (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: [ashok.jain@dabur.com](mailto:ashok.jain@dabur.com)

## E. Rights of a Shareholders/Debenture-holder

### Rights as a Shareholder

As an individual shareholder you enjoy the following rights:

- To receive the shares in your depository account, on allotment or transfer as the case may be;
- To receive copies of the Annual Report containing the Balance Sheet, the Statement of Profit & Loss 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 National Company Law Tribunal (NCLT) to call or direct the calling of Annual General Meeting;
- 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;



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- To proceed against the Company by way of civil or criminal proceedings, if need be;
- To apply for the winding up of the company;
- To receive the residual proceeds, in case if a company is wound up; and
- 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;
- To apply to NCLT/SEBI to investigate the affairs of the Company; and
- To apply to NCLT/SEBI for relief in cases of oppression and/or mismanagement.

You may note that the above mentioned rights may not necessarily be absolute and shall be subject to the provisions of the Companies Act, 2013 and the SEBI Regulations, as may be applicable.

## **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.

