

AUROBINDO PHARMA LIMITED INVESTOR GRIEVANCE REDRESSAL POLICY

Background

This Policy is formulated to disseminate the existing mechanism of Aurobindo Pharma Limited (the “Company”) for receiving and addressing concerns, complaints or grievances of investors with an emphasis on resolving such grievances fairly and expeditiously.

The Company’s equity shares are listed on the recognized stock exchanges viz., National Stock Exchange of India Limited and BSE Limited.

The Company has appointed KFin Technologies Limited (RTA / KFinTech) to discharge investor service functions on behalf of the Company. The RTA is primarily responsible for handling shareholder-related matters of the Company. Investors can lodge a concern, complaint or grievance related to shares and benefits of shares of the Company viz. requests for dematerialisation, issue of duplicate share certificates, transmission of shares, dividend related matters or annual report, etc., by giving details of their name, folio no., DP ID/ Client ID, nature and full particulars of their request or concern, along with duly executed supporting documents to RTA at einward.ris@kfintech.com. The investors can also send their requests or concerns to Secretarial Department at the Corporate Office to the investor grievance email id ig@aurobindo.com.

Objective

In view of the regulatory requirements and to ensure prompt resolution of investor grievances, the Company has laid down the appropriate Grievance Redressal Mechanism to resolve the grievances/ complaints of its investors. All the investor grievances/ complaints registered with the Company shall be reviewed, monitored and resolved in compliance with the provisions of the applicable laws. The focus shall be to ensure all grievances are resolved in a timely basis and to the satisfaction of the investors.

Grievance Handling Mechanism

The Board of Directors of the Company 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. The Company has a designated email ID ig@aurobindo.com for handling investor grievances. Secretarial Department of the Company accesses the above-mentioned designated investor grievances e-mail ID daily to ensure timely responses are given to the investors by RTA as RTA is primarily responsible for discharging investor service functions effectively, efficiently and expeditiously.

In case the requests and concerns are still not redressed to the investor’s satisfaction, the investor may approach Securities Exchange Board of India (SEBI) and file their grievances through SCORES 2.0 platform, the centralized online system for lodging and tracking investor complaints. SCORES 2.0 facility can be accessed at <https://scores.sebi.gov.in>

All the investor requests and concerns received directly by the RTA / the Company are periodically checked and replied / resolved. In case of non-redressal, the same may be escalated to the Company Secretary at his email id cs@aurobindo.com and his contact number is +91 40 6672 5333.

If the grievance is not redressed satisfactorily by the Company, investors may dispute the responses received from RTA or the Company, on the ‘Online Dispute Resolution Portal’, a mechanism for online resolution of disputes arising in the Indian Securities Market.

The status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee of the Board of Directors of the Company.

All the investor complaints/ grievances received through the “SEBI Complaints Redressal (SCORES) Platform” (SCORES Platform) are being attended and resolved expeditiously.

As per the provisions of the Companies Act, 2013, unclaimed dividends and corresponding shares are transferred to Investor Education and Protection Fund (IEPF) after sending reminder letters to the concerned shareholders and also public notice in newspapers.

The Company has made available escalation matrix for investors / shareholders to escalate their concern, the details of which are given below:

Process followed for Investor Service Requests

Timelines: The Company and its RTA tracks the grievances/ complaints received on the designated e-mail ID or through any other mode, on a regular basis. The said complaint/ grievance shall be resolved within 21 calendar days from the day of receipt of complaint. All the investor complaints / concerns shall be sent through registered email ID of investor for avoiding phishing of information.

Prescribed Forms: Investors shall submit their service request in the requisite forms, as applicable and as prescribed by the regulatory authority(ies). The requisite forms are available on the Company’s website, www.aurobindo.com under the Investors section. Investors shall duly fill the prescribed forms and forward their service request, along with the requisite self-attested and dated or e-signed documents as prescribed under each form, to the RTA.

Plain paper requests: If no specific form has been prescribed for any query or request, the request may be made on a plain paper from the registered email ID of the investor to the RTA.

Mandatory details to be provided in request: In all communications, investor should provide their complete shareholding details viz. folio no /DP ID, Client ID, contact number/ mobile number and email address.

Request on designated email id/address: Only those requests that are sent on the addresses / Email IDs mentioned in the Policy (under Contact details section) and from the registered email IDs of investors, shall be treated as valid service request(s) under the Policy.

For investor holding shares in dematerialized form: All service requests pertaining to updation of KYC, nomination, bank accounts details, contact details, etc. in respect of dematerialised shares are required to be submitted to their respective depository participant where the investor or shareholder is holding demat account.

Online IEPF Portal: Real-time data of names of the shareholders and the details of their unclaimed dividend and equity shares transferred and to be transferred to the IEPF Authority are uploaded on website of the Company where the shareholders can log-in to appropriately claim the same.

Classification of Shareholder Communication

In terms of the Policy adopted by the Company, grievances/ complaints received from SEBI / Stock Exchanges / Depositories / ROC and RTA relating to the security holders shall be considered for the purpose of reporting to stock exchanges in accordance with SEBI Listing Regulations.

The Company receives various correspondence/ communication from the shareholders/ 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 and grievances. These guidelines are internal to the Company.

(A) Communication from investors to be treated as requests:

- correspondence w.r.t. change in address, nominees, etc.
- any communication/ suggestions/ enquiry about entitlements / procedures
- any communication requisitioning information or documents relating to the Company or its operations as per statutory rights available to the shareholders
- communications in relation to matters that are sub-judice

(B) Communication from investors to be treated as complaints:

All the complaints received through statutory authorities like SEBI, MCA/ROC, Stock Exchanges and the following communication received directly by the RTA / the Company shall be considered as complaints for reporting purpose:

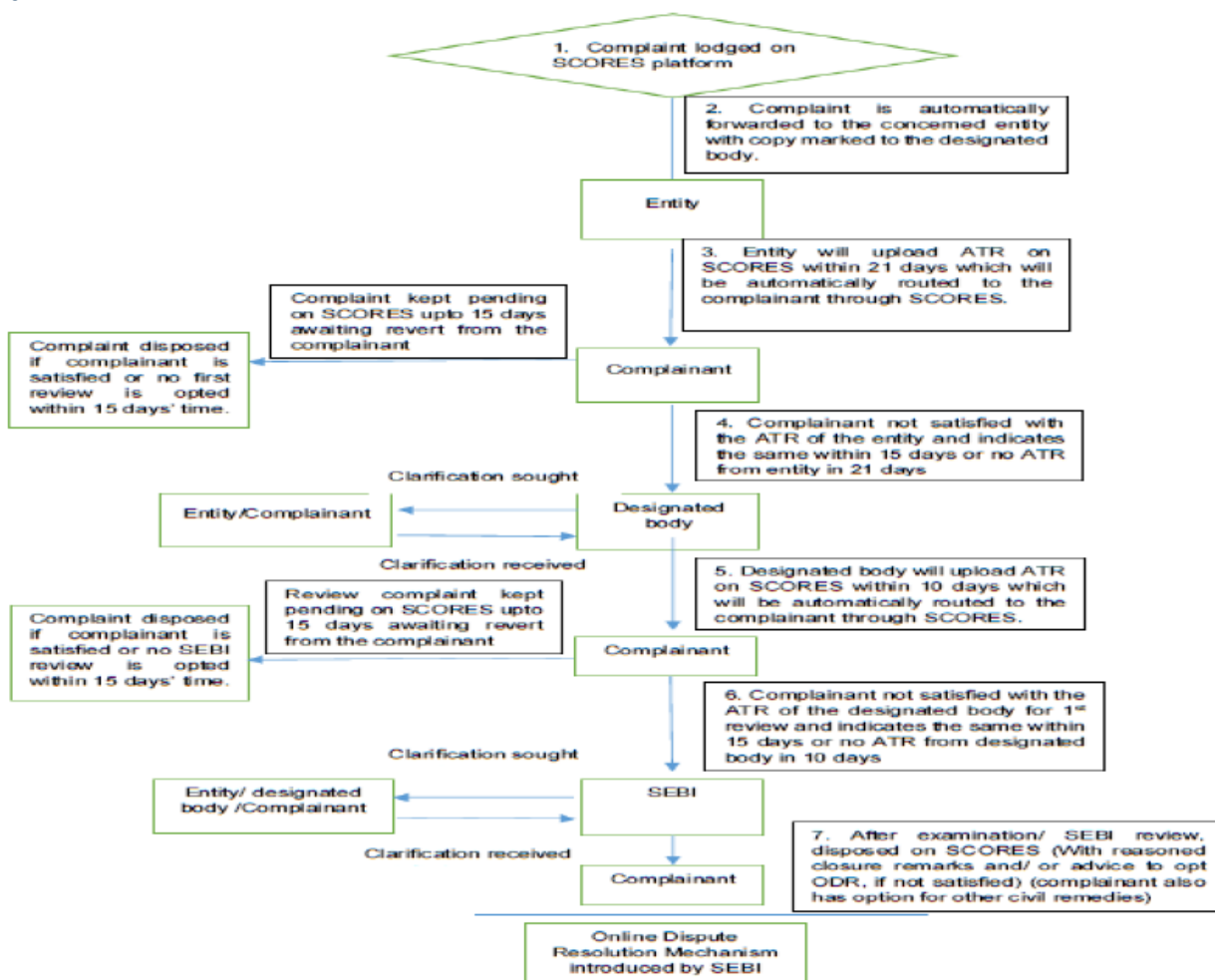
- Non-Receipt of Annual Report
- Non-Receipt of Dividend
- Non-Receipt of Demat Credit
- Non-Receipt of Share Certificate
- Non-Receipt of Duplicate Share Certificate
- Non-Receipt of Securities after Transfer / Transmission / Name Deletion / Change of Name

Escalation Matrix

Investors can refer the below given escalation matrix in case they do not receive any revert from RTA/ Company within the timelines specified above:

Level 1	Registrar and Transfer Agent: KFin Technologies Limited Unit: Aurobindo Pharma Limited Selenium Tower B, Plot No.31&32, Gachibowli, Financial District, Nanakramguda, Serilingampally, Hyderabad – 500 032, Telangana Toll free number –1- 800-309-4001 Email Id – einward.ris@kfintech.com
Level 2	Mr. B. Adi Reddy, Company Secretary Corp. Off: Galaxy, Floors: 22-24, Plot No. 1, Survey No. 83/1, Hyderabad Knowledge City, Raidurg Panmaktha, Ranga Reddy District Hyderabad - 500 032, Telangana, Phone: +91 40 6672 5333 Fax: +91 40 6707 4044/4059 Email Id: cs@aurobindo.com
Level 3	SEBI SCORES In case any of the investors is not satisfied with the response furnished by RTA / the Company to his/ her complaint, he/ she may refer it to “SCORES”, the centralized online system for lodging and tracking complaints made available by SEBI SCORES platform and the facility can be accessed through the web link https://scores.sebi.gov.in

A pictographic representation of the escalation process from SCORES to ODR portal is provided below:



Contact details of the Nodal Officer for IEPF related queries:

Mr. B. Adi Reddy, Company Secretary
 Address: Galaxy, Floors: 22-24, Plot No. 1, Survey No. 83/1,
 Hyderabad Knowledge City, Raidurg Panmaktha, Ranga Reddy District
 Hyderabad - 500 032, Telangana, India Phone: +91 40 6672 5333 Fax: +91 40 6707 4044/4059
 Email: cs@aurobindo.com

Miscellaneous:

The Policy shall be disseminated on the website of the Company.

The Company Secretary is authorised to amend the Policy, to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or the Securities and Exchange Board of India. The amended Policy shall be placed for noting and ratification of the Stakeholders Relationship Committee at its subsequent meeting.

This policy approved by the Board of Directors of the Company on November 9, 2024.
