



Natco Pharma Limited

Regd. Off. : 'NATCO HOUSE', Road No. 2, Banjara Hills, Hyderabad - 500034.
Telangana, INDIA. Tel : +91 40 23547532, Fax : +91 40 23548243
CIN : L24230TG1981PLC003201, www.natcopharma.co.in

Stakeholder Grievance Redressal Policy

Introduction:

NATCO Pharma Limited (herein after referred to as "The Company," "We," "Us," "Our") is committed to conducting its business with utmost transparency, integrity, and accountability. Recognizing the importance of stakeholder grievance redressal policy (herein after referred to as "the policy") to provide a formal mechanism for all stakeholders to raise concerns and have them addressed in a fair, efficient, and timely manner.

Purpose:

The Company aims to provide all its stakeholders a fair and effective resolution for their grievances.

Applicability:

This policy covers all the stakeholders, including employees, fluid staff, and workers, as well as external stakeholders like investors, shareholders, customers, communities, and value chain partners.

Definition:

"Grievance" means an issue, concern, problem, or claim (perceived or actual) that an individual or group wants to be addressed by the company, as per statutory requirement, in a fair and transparent manner.

Grievance Mechanism – Investors and Shareholders

The Company has appointed M/s. Venture Capital & Corporate Investments Pvt. Ltd. as its Registrar and Share Transfer Agent ("RTA") to ensure faster and efficient provision of services to the shareholders. The RTA is primarily responsible for handling shareholders related affairs of the Company which are specified in this policy.

The Compliance Officer of the Company appointed as per the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, is responsible for ensuring the provision of prompt and effective services to shareholders and monitoring the dedicated email address of the Company for shareholders' grievances.

Shareholders can send their query /request /Complaint if any to the RTA on the following matters:

- Changes in /up-dation of the KYC details of the shareholders for physical holdings like the change of address/bank account details/ e-mail address /telephone/mobile/ nomination and PAN).
- Updating shareholder's holding/title change requests viz name deletion, transmission, transposition, issue of duplicate shares in case of physical holdings.



Natco Pharma Limited

Regd. Off. : 'NATCO HOUSE', Road No. 2, Banjara Hills, Hyderabad - 500034.
Telangana, INDIA. Tel : +91 40 23547532, Fax : +91 40 23548243
CIN : L24230TG1981PLC003201, www.natcopharma.co.in

- Dematerialization and rematerialization of securities through Depository Participants.
- For providing declaration with respect to recording of declaration with reference to exemption/lower tax rates for TDS on dividend and revalidation of dividend instruments.
- Providing details of allotment and clarification on the allotment.
- Information in case of an event of Dividend Payment, Stock Splits, Rights/ Bonus issue, Buyback, Merger/ De-merger activities, etc.
- Addressing IEPF related queries/Claims with respect to shares transferred to IEPF Authority and to the unclaimed suspense account.

Timelines by RTA:

RTA will address upon service request of the shareholders within the stipulated time mentioned in the below table.

Sr No	Nature of Service	Expected Timelines (number of days)
Shareholders Service Request (point no. 1-6 are only in case of physical holdings)		
1	Processing of transmission request	21
2	Processing of issue of the duplicate security certificate request	30
3	Processing of dematerialization request	15
4	Processing of rematerialisation request	30
5	Processing of transposition request	15
6	I. Processing of request for change in/up-dation of	30
	a. Name	30
	b. Signature	30
	c. Nomination	30
	d. Contact details (Address, E-mail address and Mobile number)	15
	e. Bank account details	15
	II. Processing of request for updating of PAN	15
7	Processing of Re-validation of dividend and sending the remittance request files to the bank/Company	15



Natco Pharma Limited

Regd. Off. : 'NATCO HOUSE', Road No. 2, Banjara Hills, Hyderabad - 500034.
Telangana, INDIA. Tel : +91 40 23547532, Fax : +91 40 23548243
CIN : L24230TG1981PLC003201, www.natcopharma.co.in

Service requests other than those referred to in the above table shall be addressed by the RTA within a period of 7 to 15 days from the receipt of the request. In case any supporting documents are required by the RTA from the shareholders 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 RTA's satisfaction.

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

The Share Transfer and Stakeholders Relationship Committee is responsible for the examination and redressal of the complaints by the shareholders.

As required under Regulation 13 of the SEBI (LODR) Regulations, 2015 the Company files with the Stock Exchanges and places the statement of shareholders' complaints at the Board meeting on a quarterly basis. Further, the Company also makes annual disclosure of the statement of shareholders' complaints in its annual report pursuant to the Listing Regulations

Contact details of RTA:

Venture Capital and Corporate Investments Private Limited

[Category-I Registrar & Share Transfer Agent]

"AURUM", 4th & 5th Floors, Plot No.57,

Jayabheri Enclave Phase – II, Gachibowli,

Hyderabad – 500032.

Email: investor.relations@vccipl.com

Landline: 040-23818475.

Web: www.vccipl.com.

Grievance – Internal Stakeholders

Company believes that internal stakeholders should have the opportunity to raise and achieve resolution by following a fair and prompt grievance process, without fear of repression. The Company believes in non-repression measures against employees for raising concerns in good faith or those who assist in an investigation of suspected wrongdoing. The Company resolves all the internal stakeholders grievances as per the applicable statutory norms. Internal stakeholders can submit their complaints / grievance to the Grievance Officer.



Natco Pharma Limited

Regd. Off. : 'NATCO HOUSE', Road No. 2, Banjara Hills, Hyderabad - 500034.
Telangana, INDIA. Tel : +91 40 23547532, Fax : +91 40 23548243
CIN : L24230TG1981PLC003201, www.natcopharma.co.in

Grievance – Other Stakeholders

Any other stakeholder, including patient, doctor, customer, dealer/distributor, suppliers, vendors, local community may reach out to the company by email or by post to report their complaint / grievance.

Grievance Redressal Mechanism

- On receiving the complaints/ grievance, the Grievance Officer shall communicate to the concerned internally for redressal and report back. The grievance will be responded within 21 days from the date of receipt of the grievance/as per statutory timelines.
- The details shall be compiled and placed before the Grievance Committee on a quarterly basis or as needed.

Communication:

The grievances can be sent by post or mail at: Grievance Officer, Natco Pharma Ltd, Natco House, Road no.2, Banjara Hills, Hyderabad, 500034

Email: grievanceredressal@natcopharma.co.in

Review:

This policy shall be reviewed annually and updated for its sustainability.

Date: 12/08/2024

Rajeev Nannapaneni
CEO & Vice Chairman