



SHAREHOLDERS' MANUAL

1. PREFACE

Statutory enactments and Regulators in India, such as the Companies Act, 2013 and the Securities and Exchange Board of India (“SEBI”), ensures robust protection and exercise of shareholders' rights under the Indian law. KRBL Limited also recognizes the significance of enabling shareholders to effectively exercise their rights. During exercising their rights, shareholders may have queries, grievances or complaints. This shareholder manual aims to establish clear responsibilities for individuals/departments handling such queries, grievances or complaints, thereby ensuring timely and satisfactory resolution.

A brief list of the shareholders rights granted under Indian Regulatory landscape is provided below for reference;

RIGHTS OF SHAREHOLDERS;

- To participate in, and to be sufficiently informed of, decisions concerning fundamental corporate changes.
- Opportunity to participate effectively and vote in general shareholder meetings.
- Being informed of the rules, including voting procedures that govern general shareholder meetings.
- Opportunity to ask questions to the board of directors, to place items on the agenda of general meetings, and to propose resolutions, subject to reasonable limitations and provisions of the applicable law.
- Effective shareholder participation in key corporate governance decisions, such as the nomination and election of members of board of directors.
- Exercise of ownership rights by all shareholders, including institutional investors.
- To receive in a timely manner corporate actions such as dividend, bonus issue, rights issue, etc., if and as may be declared or approved by the board of directors or shareholders.
- To receive in a timely manner, correspondence to shareholders including annual report, notice of general meeting/ postal ballot, etc.
- 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.
- Any other rights as are specified under the relevant statutory enactments.

To address any grievance or concerns related to any of the aforementioned rights or related to any other matter, shareholders may choose to pursue the following methods of resolution.

2. SHAREHOLDERS' GRIEVANCES CONTACT AND ESCALATION MATRIX

Primary Contact for Grievances Related to Securities of the Company.

Alankit Assignments Limited serves as the company's Registrar and Share Transfer Agent ("RTA"), responsible for managing all matters pertaining to the company's securities (both in physical and dematerialized form), including transfer, transmission, dematerialization, and any related correspondence or queries related to the above mentioned matters. Please address all such communications to the RTA on the below mentioned coordinates;

Ms. Shipra Sharma (Head – Investor Grievance Cell)

Email ID: shipra.sharma@alankitassignments.com

Contact No. 011-42541952

Website: www.alankit.com

Alankit Assignments Limited

Reg. Office: 205-208, Anarkali Complex, Jhandewalan Extension, New Delhi 110055

Cor. Office: Alankit House, 4E/2 Jhandewalan Extension, New Delhi 110055

Escalation Matrix

If the shareholder is not satisfied with the resolution provided by the above mentioned Individual, they may follow the escalation matrix outlined below:

Level	Level 1	Level 2	Level 3
Responsible Party	Registrar and Share Transfer Agent	Company Secretary and Compliance Officer of KRBL Limited	Resolution through Regulatory means
Contact Details	Mr. Ram Avtar Pandey (Manager - Client Relations)	Mr. Piyush Asija (Company Secretary & Compliance Officer)	In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and

	<p>Email Id: ramap@alankit.com Contact no.: 011-42541952</p> <p>or</p> <p>Mr. Abhinav Agarwal (Head - Corporate Registry) Email Id: abhinavka@alankit.com Contact no.: 011-42541971</p> <p>Alankit Assignments Limited</p> <p>Reg. Office: 205-208, Anarkali Complex, Jhandewalan Extension, New Delhi 110055</p> <p>Corp. Office: Alankit House, 4E/2 Jhandewalan Extension, New Delhi 110055</p>	<p>Email Id: cs@krblindia.com/ investor@krblindia.com Contact no. 0120-4060365</p> <p>KRBL Limited</p> <p>Regd. Office: 5190, Lahori Gate, Delhi – 110006, India</p> <p>Corp. Office: C-32, 5th & 6th Floor Sector-62 Noida – 201301 (UP), India</p>	<p>Exchange Board of India and file their grievance through “SCORES”, the centralized online system for lodging and tracking complaints. SCORES facility can be accessed at http://scores.gov.in.</p> <p>Additionally, as per SEBI Circular dated May 30, 2022, relating to Standard Operating Procedures for dispute resolution under the Stock Exchange, the procedure for arbitration of disputes between a Listed Company and/ or Registrars to an Issue and Share Transfer Agents (RTAs) and its Shareholder(s)/ Investor(s), can be accessed here.</p> <p>Separately, in case of disputes arising in the Indian Securities Market (against Company, Registrar and Share Transfer Agents, Depository Participants, Stock brokers, etc.) Investors can register their complaint on the Online Dispute Resolution Portal, details of which can be accessed here.</p>
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Primary contact for any other matter

For resolution of queries other than related to securities of the company the shareholders may forward those queries at investor@krblindia.com.

In case, the shareholder is not satisfied by the resolution provided, they may follow the below mentioned escalation matrix;

Level	Level 1	Level 2
Responsible Party	Company Secretary and Compliance Officer of KRBL Limited	Resolution through Regulatory means.
Contact Details	<p>Mr. Piyush Asija (Company Secretary & Compliance Officer)</p> <p>Email Id: cs@krblindia.com/ investor@krblindia.com Contact no. 0120-4060365</p> <p>KRBL Limited</p> <p>Add: C-32, 5th & 6th Floor Sector-62 Noida – 201301 (UP), India</p>	<p>In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file their grievance through “SCORES”, the centralized online system for lodging and tracking complaints. SCORES facility can be accessed at http://scores.gov.in.</p> <p>Additionally, as per SEBI Circular dated May 30, 2022, relating to Standard Operating Procedures for dispute resolution under the Stock Exchange, the procedure for arbitration of disputes between a Listed Company and/or Registrars to an Issue and Share Transfer Agents (RTAs) and its Shareholder(s)/Investor(s), can be accessed here.</p> <p>Separately, in case of disputes arising in the Indian Securities Market (against Company, Registrar and Share Transfer Agents, Depository Participants, Stock brokers, etc.) Investors can register their complaint on the Online Dispute Resolution Portal, details of which can be accessed here.</p>

3. MODES FOR SHAREHOLDER CORRESPONDENCE

The shareholders may send their correspondence by the way of written letters or through email. The correspondence can be addressed to the company at investor@krblindia.com or to the RTA, as above.

The shareholders are requested to take note that for the purpose of safety of information of shareholders, **email communications from any un-registered email id will not be considered.**

Shareholders who have not registered their e-mail address with the RTA or Depositories, are requested to register their e-mail address in the following manner;

- a. For Shares held in Demat Mode – Contact your Depository Participant (DP)
- b. For Shares held in Physical Mode – KYC Form duly signed by Shareholder to be sent to RTA.

4. DEMATERIALIZATION OF SHARES

Pursuant to Regulation 40 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, transfer of securities shall be carried out only in dematerialized form w.e.f. April 1, 2019. Accordingly, any securities (shares) held by the shareholders are transferable in demat form only. Hence, Shareholders are requested to dematerialize their shares held in physical form, if any.

General instructions on dematerialization are provided below:

- Dematerialization is the process of converting physical shares into electronic form.
- There is no need to fill in a transfer deed. The physical certificates have to be accompanied by a Dematerialisation Request Form (DRF), which can be obtained from the concerned Depository Participant.
- It is advisable to have the entire holdings held in demat mode so that the holdings have liquidity.

Detailed procedure on dematerialization, can be accessed, as under:

NSDL - <https://nsdl.co.in/services/demat.php>

CDSL - <https://www.cdslindia.com/Investors/open-demat.html>

5. SHARE CERTIFICATE(S)

A share certificate is a document issued by a company to its shareholders as evidence of ownership of shares in the company.

In case of loss of share certificates, what steps should one take?

Immediately on the knowledge of loss of share certificates, one should inform the RTA. The information should contain the details of share certificates so lost, folio no., no. of shares and other relevant particulars. The said information needs to be signed by the first holder as per the specimen signature recorded with KRBL Limited. The RTA after checking the details and signatures will mark a cautionary stop on the folio to prevent any further transfer of such lost share certificates. On receipt of such request, the RTA will send the complete procedure on duplicate share certificate. In the meanwhile, one should lodge a complaint with the police regarding loss of share certificates.

Process for issue of duplicate shares in dematerialized form;

As per relevant [SEBI circulars](#), amended from time to time, listed companies can now issue securities **only in dematerialized form**, including in the following cases of service requests:

- Claim from unclaimed suspense account;
- Renewal/ exchange of securities certificate;
- Issue of duplicate securities certificate and
- Endorsement/ transmission/ transposition etc.

The RTA/ Company shall verify and process the service requests and thereafter issue a 'Letter of Confirmation' in lieu of physical securities certificate(s), to the claimant. The 'Letter of Confirmation' shall be valid for a period of 120 days from the date of its issuance, within which the claimant shall submit with the depository participant for dematerializing the said securities. In case the claimant fails to submit the demat request within the aforesaid period, RTA/Company shall credit the securities to the Suspense Escrow Demat Account of the Company.

For detailed process and documentation for various requests related to dematerialization, transfer, transmission, transposition, renewal, replacement etc. kindly contact the RTA/Company.

6. KYC, CONTACT AND NOMINATION DETAILS

As per relevant [SEBI circulars](#), amended from time to time, it is now mandatory for all holders of physical securities to submit their PAN, address, mobile number, bank account details, specimen signature and nomination details with the RTA. In view of the same, it may be noted that any service request can be processed only after the folio is PAN, KYC and nomination compliant. Concerned shareholders are requested to furnish the requisite documents/ information at the earliest.

7. DIVIDEND

Bank details for Electronic Shareholdings

Shareholders are requested to ensure that their bank account details are updated in their demat accounts/ RTA records, as the case may be, to enable the Company to make timely credit of dividend in their bank accounts.

What if I wish to receive dividend in other account?

If you wish to receive dividend in an account other than the one registered with the DP, you may change/ correct bank account details with your DP. Shareholders are requested to furnish complete details of their bank accounts including MICR codes of their bank to their DPs.

Why can't KRBL Limited take on record the bank details in case of shares held in electronic/ demat form?

As per the Depository Regulations, the company is obliged to pay dividend as per the details reflecting in the demat account of shareholders and as furnished by the concerned DP. However, if in case one needs to record his mandate then such details need to be furnished to the respective DP and not to KRBL Limited or its RTA, as we are not authorised to make or incorporate any change in records received from the Depository. **For further details, kindly contact the RTA.**

8. GENERAL

Change in address

If the shares are in electronic mode, what is the procedure for recording change of address?

Since the respective DP maintains the records of all the shares in electronic form, therefore any information pertaining to the change in address needs to be furnished to the respective DP.

9. SHAREHOLDERS' INFO ON KRBL WEBSITE

Relevant information regarding shareholders' services and other matters concerning shareholders is available on the Company website and can be accessed at <https://krblrice.com/investor-relation/>

Further, quick links w.r.t. the below mentioned subjects are produced for your ready reference:

Particulars	Weblink
Matters pertaining to unclaimed dividend / shares / IEPF	https://krblrice.com/unclaimed-dividends/
PAN, KYC and Nomination & SEBI ISR forms	https://krblrice.com/shareholder-services/
General communication of TDS on Dividend	https://krblrice.com/shareholder-services/
Other shareholder request forms	https://krblrice.com/shareholder-services/

DOs and DON'Ts for SHAREHOLDERS

<i>DO'S</i>	<i>DONT'S</i>
<p>1. Encash dividend/ interest regularly to avoid transfer of unclaimed amount/ underlying securities to IEPF.</p> <p>2. Follow up diligently and promptly if you have not receive allotment intimation/ certificate/ dividend/ interest etc.</p> <p>3. Ensure that your PAN is registered with the RTA for all your folios.</p> <p>4. Ensure nomination is registered for all your securities to smoothen the transmission.</p> <p>5. Ensure that all KYC details viz full postal address with PIN, mobile number, e-mail address etc. are updated to facilitate the RTA for sending communication.</p> <p>6. Ensure that correct and complete bank details are recorded with RTA to facilitate prompt electronic credit of dividend / interest/ redemption amounts and eliminate possibility of unclaimed amounts / underlying securities being transferred to IEPF.</p> <p>7. Promptly inform the RTA in writing and complete required formalities in case of loss of securities.</p> <p>8. Ensure that the documents provided for availing any investor service request are complete in all respects and keep copies of documents sent to the RTA.</p>	<p>1. Do not keep your folios without PAN.</p> <p>2. Do not keep your folios without nomination</p> <p>3. Do not deal with unauthorized persons for any investor service requests such as change in/ updation of address, e-mail address, mobile number and bank details.</p> <p>4. Do not share security details, viz. folio number, certificate number, distinctive number(s), bank details, specimen signature, KYC documents, etc. with unknown person(s)</p>

9. Monitor all corporate announcements pertaining to investments made.	
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Disclaimer:

This manual is an effort to educate our Shareholders about their rights as shareholders, standard procedures and documentation requirements for certain matters. The manual should be considered as an informal guideline only. The manual is intended, but not promised or guaranteed, to be correct, complete and up-to-date. The company, its directors or officers do not warrant that the information contained in this manual is complete and hereby disclaim(s) any liability to any person for any loss or damage caused by errors or omissions, whether such errors or omissions result from negligence, accident or any other unintentional cause. The Company, its directors or officers further assume no liability for the interpretation and/ or use of the information contained in this manual. Readers are requested to refer to the specific provisions of the applicable laws for exact details and clarifications and are specifically informed that this manual does not purport to explain any laws or rules in force.
