

Shareholders' Referencer

An Overview

- The Company has currently around 2.6 million shareholders holding its Equity Shares.
- The Company's Equity Shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE).

BSE SCRIP CODE FOR FULLY PAID-UP SHARES: **500325**

BSE SCRIP CODE FOR PARTLY PAID-UP SHARES: **890147**

NSE SYMBOL FOR FULLY PAID-UP SHARES: **RELIANCE**

NSE SYMBOL FOR PARTLY PAID-UP SHARES: **RELIANCEPP**

- The Global Depository Receipts (GDRs) of the Company are listed on the Luxembourg Stock Exchange and are traded on the International Order Book (London Stock Exchange) and amongst qualified institutional investors on the over-the-counter market in the United States of America.

SYMBOL OF GDRs ON IOB: **RILGD**

- The Company's Equity Shares are one of the actively traded securities on both, BSE and NSE.
- The Company's Equity Shares are under compulsory trading in demat form only.
- 98.90% of the Company's Equity Shares are held in demat form.
- The Company's Registrars and Transfer Agents (R&TA) for its share registry (both physical as well as electronic) is KFin Technologies Private Limited ("**KFinTech**") (Formerly known as Karvy Fintech Private Limited), having its office at Selenium Tower B, Plot 31-32, Gachibowli, Financial District, Nanakramguda, Hyderabad – 500 032.

Investor Service and Grievance Handling Mechanism

- All investor service matters are being handled by KFinTech, the largest Registrar in the country with a large number of Investor Service Centres across the country, which discharges investor service functions effectively, efficiently and expeditiously.
- The Company has appointed M/s. Dayal and Lohia, Chartered Accountants, Mumbai as Internal Auditors to concurrently audit the securities related transactions being handled at KFinTech.

- The Company has prescribed service standards to respond to various investor related activities. These standards are reviewed periodically by the Company.

Service Standards set by the Company:

Sr. No.	Particulars	Service Standards (No. of working days)
1.	*Transfers	3
2.	Transmissions	3
3.	Transpositions	3
4.	Deletion of Name	3
5.	Folio Consolidation	3
6.	Change of Name	3
7.	Demat	3
8.	Remat	3
9.	Issue of Duplicate Certificates	15
10.	Replacement of Certificates	3
11.	Certificate Consolidation	3
12.	Certificate Split	3
13.	Change of Address	2
14.	Processing of IEPF Claims	3
15.	Bank Mandate/Details	2
16.	Nomination by security holders	2
17.	Recording Power(s) of Attorney by security holders	2

* No fresh / new requests for transfer of shares in physical form have been accepted by the Company / KFinTech effective April 1, 2019.

1. Dealing in securities

1.1. What are the types of accounts required for dealing in securities in demat form?

A. Beneficial Owner Account (B. O. Account) / Demat Account:

An account opened with a Depository Participant (DP) in the name of the investor for holding and transacting in securities.

B. Trading Account:

An account opened by the stock broker / trading member in the name of the investor for buying and selling of securities.

C. Bank Account:

An account opened with any bank in the name of the investor and linked to the B. O. Account/Demat Account for debiting or crediting money with respect to transactions in the securities market.

1.2. What is Delivery Instruction Slip (DIS) and what precautions one should observe with respect to DIS?

Delivery Instruction Slip (DIS) is issued by the Depository Participant (DP) and used by holder of securities to give instructions to DP to give delivery of securities from his demat account to the demat account of the recipient of securities. DIS may be compared to a cheque book of a bank account. The following precautions are to be taken in respect of DIS:

- Ensure that DIS numbers are pre-printed and DP takes acknowledgment for the DIS booklet issued to the investor.
- Ensure that the account number [client id] is pre-stamped or pre-printed.
- If the account is a joint account, all the joint holders have to sign the DIS. Instruction cannot be executed if all joint holders have not signed.
- Avoid using loose slips.
- Do not leave signed blank DIS with anyone viz., broker/ sub-broker, DPs or any other person/entity.
- Keep the DIS book under lock and key when not in use.
- If only one entry is made in the DIS book, strike out the remaining space to prevent misuse.
- Personally fill in target account-id and all details in the DIS.
- If the DIS booklet is lost/stolen/not traceable, the same must be intimated to the DP, immediately, in writing. On receipt of such intimation, the DP will cancel the unused DIS of the said booklet.
- Do not issue / submit DIS without mentioning execution date.

1.3. What Is Online Trading in securities?

Online Trading in securities refers to the facility available to an investor for placing his own orders to buy and/or sell any securities using the internet trading platform offered by the trading member viz., the broker. The orders so placed by the investor using internet trading platform would be routed through the trading member.

1.4. What is SARAL account opening form?

Securities and Exchange Board of India (SEBI) vide its circular dated March 4, 2015, has introduced SARAL account opening form for resident individuals trading in cash segment. Such individuals can open a Trading Account and Demat Account by filling up a simplified Account Opening Form (AOF), termed as 'SARAL AOF'. This form is separately available with the intermediaries and can also be downloaded from the stock exchanges' and Depositories' website. The investors who open such account through SARAL AOF will also have the option to obtain other facilities, whenever they require, on furnishing of additional information as per prescribed regulations/circulars.

1.5. What precautions an online investor must take?

Investor trading online must take the following precautions:

- Default password provided by the stock broker / trading member must be changed before placing the order for the first time.
- The password should not be shared with others and password must be changed at periodic intervals.
- Obtain proper understanding of the manner in which the online trading software has to be operated.
- Get adequately trained before using the software.
- The online trading system has facility for order and trade confirmation after placing the orders.
- Sufficient amount of funds/number of securities should be available in the bank/demat account for honouring the order(s) placed.

1.6. What are the other safety measures an online client must observe?

- Avoid placing order(s) from shared PCs/through cyber cafés.

- Log out after having finished trading to avoid misuse.
- Do not click “remember me” option while signing-in from shared PCs/through cyber cafés.
- Do not leave the terminal unattended while “signed-in” in the trading system.
- Protect your personal computer against viruses by placing a firewall and an anti-virus solution.
- Do not open e-mails from people you do not know.

1.7. What are the Do’s and Don’ts while dealing in securities market?

Do’s

- Transact only through stock exchanges.
- Deal only through SEBI registered intermediaries.
- Complete all the required formalities of opening an account properly (client registration, client agreement forms, etc.).
- Ask for and sign “Know Your Client Agreement”, copy of Rights & Obligations of stock broker, sub-broker and client for trading on exchanges (including additional rights & obligations in case of internet/ wireless technology based trading), Rights and Obligations of Beneficial Owner and DP as prescribed by SEBI and Depositories, Uniform Risk Disclosure Documents (for all segments/exchanges), Guidance Note detailing Do’s and Don’ts for trading on stock exchanges or any other document which has been executed between stock broker, sub-broker and client, voluntarily. (Read and properly understand the risks associated with investing in securities/derivatives before undertaking transactions.)
- Assess the risk-return profile of the investment as well as the liquidity and safety aspects before making your investment decision.
- Ask all relevant questions and clear your doubts with your broker before transacting.
- Invest based on sound reasoning after taking into account all publicly available information and fundamentals.

- Beware of the false promises and to note that there are no guaranteed returns on investments in the stock market.
- Give clear and unambiguous instructions to your broker/ sub-broker/DP.
- Be vigilant in your transactions.
- Insist on a contract note for your transaction.
- Verify all details in the contract note, immediately on receipt.
- Always settle dues through the normal banking channels with the market intermediaries.
- Crosscheck details of your trade with details as available on the exchange website.
- Scrutinise minutely both, the transaction and the holding statement that you receive from your DP.
- Keep copies of all your investment documentation.
- Handle DIS Book issued by DPs carefully.
- Insist that the DIS numbers are pre-printed and your account number (client id) be pre-stamped or pre-printed.
- In case you are not transacting frequently, make use of the freezing facilities provided for your demat account.
- Pay the margins required to be paid in the time prescribed.
- Deliver the shares in case of sale or pay the money in case of purchase within the time prescribed.
- Participate in general meetings either personally or through proxy and exercise vote through e-voting.
- Be aware of your rights and responsibilities.
- Make sure correct mobile number and email ID is entered by the broker/DP in exchange/depository records.

- Check SMS of transaction done in Trading Account. Exchanges use to send SMS of transactions to your mobile number.
- In case of complaints, approach the right authorities for redressal in a timely manner.
- Make sure your account is being settled by the broker as per the Running Account Authorisation given by you at the time of opening of account or any subsequent change therein.

Don'ts

- Don't undertake off-market transactions in securities.
- Don't deal with unregistered intermediaries.
- Don't fall prey to promises of unrealistic returns.
- Don't invest on the basis of hearsay and rumours; verify before investing.
- Don't forget to take note of risks involved in the investment.
- Don't be misled by rumours circulating in the market.
- Don't blindly follow media reports on corporate developments, as some of these could be misleading.
- Don't follow the herd or play on momentum – it could turn against you.
- Don't be misled by so called hot tips.
- Don't try to time the market.
- Don't hesitate to approach the proper authorities for redressal of your doubts/grievances.
- Don't leave signed blank DISs of your demat account lying around carelessly or with anyone.
- Do not sign blank DIS and keep them with DP or broker to save time. Remember your carelessness can be your peril.
- Do not keep any signed blank transfer deeds.

- Do not provide any Power of Attorney to operate bank or demat account to your broker unless it is as per the format prescribed by SEBI. Broker cannot add any other clause in the Power of Attorney than what is prescribed by SEBI.

Recommendations to the Shareholders / Investors:

Deal with registered intermediaries

Investors should transact through a registered intermediary who is subject to regulatory discipline of SEBI, as it will be responsible for its activities, and in case the intermediary does not act professionally, investors may take up the matter with SEBI/stock exchanges.

Obtain documents relating to purchase and sale of securities

A valid contract note / confirmation memo should be obtained from the broker/sub-broker, within 24 hours of execution of purchase or sale of securities and it should be ensured that the contract note / confirmation memo contains order number, order time, trade number, trade time, security descriptions, bought and sold quantity, price, brokerage, goods and services tax and securities transaction tax. In case the investors have any doubt about the details contained in the contract note, they can avail the facility provided by BSE/NSE to verify the trades on BSE/NSE websites. It is recommended that this facility be availed in respect of a few trades on random basis, even if there is no doubt as to the authenticity of the trade/transaction.

Transfer securities before Book Closure/Record Date

The corporate benefits on the securities lying in the clearing account of the brokers cannot be made available to the members directly by the Company. In case an investor has bought any securities, he must ensure that the securities are transferred to his demat account before the Book Closure / Record Date.

2. Dividend

2.1. What are the modes by which the dividend is paid?

Dividend is paid under four modes, viz.:

- a) National Automated Clearing House (NACH)
- b) National Electronic Fund Transfer (NEFT)
- c) Direct Credit to shareholders' account by bank
- d) Physical despatch of Dividend Warrant (to be despatched post lockdown)

2.2. What is National Automated Clearing House (NACH)?

The National Payments Corporation of India (NPCI) has implemented an electronic payment service termed as “National Automated Clearing House (NACH)” for banks, financial institutions, corporates and government departments. It is a centralised system, launched with an aim to consolidate multiple Electronic Clearing Systems running across the country, and has both Debit and Credit variants. NACH aims at facilitating inter-bank, high volume, debit/credit transactions, which are bulk and repetitive in nature. NACH system covers several Core Banking enabled banks spread across the geography of the country irrespective of the location of the bank branches.

2.3. What Is NACH Credit for payment of dividend and how does it operate?

NACH Credit is an electronic payment service used for affording credits to a large number of beneficiaries in their bank accounts for the payment of dividend by raising a single debit to the bank account of the user entity. NACH operates on the principle of single debit to the sponsor bank’s account and multiple credits to different destination banks’ accounts.

2.4. What are the benefits of NACH (payment through electronic facilities)?

Some of the major benefits are:

- a) Investor need not make frequent visits to his bank for depositing the paper instruments.
- b) Prompt credit is given to the bank account of the investor through electronic clearing.
- c) Fraudulent encashment of warrants is avoided.
- d) Exposure to delays/loss in postal service are avoided.

2.5. How to avail of NACH facility?

Investors holding shares in physical form may send their NACH Mandate Form, duly filled in, to the Company’s R&TA. The Form may be downloaded from the “Downloads” section under the “Investor Relations” dropdown on the Company’s website, www.ril.com.

However, if shares are held in dematerialised form, NACH Mandate has to be filed with the concerned DP directly, in the format prescribed by the DP.

Investors must note that NACH essentially operates on the new and unique bank account number, allotted by banks post implementation of Core Banking Solutions (CBS) for centralized processing of inward instructions and efficiency in handling bulk transactions.

In this regard, shareholders are requested to furnish their new bank account number allotted by the banks post implementation of CBS, along with a cancelled cheque pertaining to the concerned account:

- a) to the R&TA of the Company in case the shareholders hold shares in physical form; and
- b) to the concerned DP in case the shareholders hold shares in demat form.

2.6. Can investors opt out of NACH facility?

Investors have a right to opt out from this mode of payment by giving an advance notice of four weeks, prior to payment of dividend, either to the Company's R&TA or to the concerned DP, as the case may be.

2.7. What is payment of dividend through NEFT facility and how does it operate?

NEFT is a nation-wide payment system facilitating electronic transfer of funds from one account to another. Dividend payment through NEFT denotes payment of dividend electronically through RBI clearing to selected bank branches which have implemented Core Banking Solutions (CBS). This extends to all over the country, and is not necessarily restricted to the designated centres where payment can be handled through Electronic Clearing System. To facilitate payment through NEFT, the shareholder is required to ensure that the bank branch where his/her account is operated, is under CBS. The shareholders shall also ensure that particulars of the updated bank account are registered with the Company's R&TA in case shares are held in physical form and with the concerned DP in case shares are held in demat form.

2.8. What is payment of dividend through direct credit and how does it operate?

The Company appoints a bank as its Dividend Banker for distribution of dividend. The said Banker carries out direct credit to those investors who are maintaining accounts with the said Bank, provided the bank account details are registered with the DP for dematerialised shares or with the Company's R&TA prior to the payment of dividend for shares held in physical form.

2.9. What should a shareholder do in case of non-receipt of dividend?

Shareholders should write to the Company's R&TA, furnishing the particulars of the dividend not received, quoting the folio number / DP Id and Client Id particulars, as the case may be and provide bank details along with cancelled cheque bearing the name of the shareholder for updation of bank details and payment of unpaid dividend. The R&TA would request the concerned shareholder to execute an indemnity before processing the request. **As per a circular dated April 20, 2018 issued by SEBI, the unencashed dividend can be remitted by electronic transfer only and no duplicate** dividend warrants will be issued by the Company. The shareholders are advised to register their bank details with the Company / R&TA or their DPs, as the case may be, to claim unencashed dividend from the Company.

2.10. Registration of Bank Details:

Shareholders are requested to register / update their complete bank details:

- (a) with their Depository Participant(s) with whom they maintain their demat accounts if shares are held in dematerialised mode by submitting the requisite forms/documents, and
- (b) with the Company / KFinTech by clicking on <https://rkarisma.kfintech.com/shareholders> or by emailing at investor.relations@ril.com or rilinvestor@kfintech.com, if shares are held in physical mode, by submitting (i) scanned copy of the signed request letter which shall contain shareholder's name, folio number, bank details (Bank account number, Bank and Branch Name and address, IFSC, MICR details), (ii) self-attested copy of the PAN card and (iii) cancelled cheque leaf.

2.11. Why shares should be transferred before the Book Closure / Record Date fixed for dividend payment?

The dividend on shares lying in the clearing account of the brokers cannot be made available to the members directly by the Company. In case an investor has bought any shares, he must ensure that the shares are transferred to his demat account before the Book Closure/Record Date.

In case share are not transferred by the stock broker in the demat account of the client, it means the shares are lying in client margin account of the broker maintained by the broker. The broker is liable to pay the amount of dividend received by him to the client in such case.

2.12. What are the provisions relating to tax on dividend?

The provisions relating to tax on dividend are provided for ready reference of Shareholders:

- Income by way of dividend shall be chargeable to tax in the hands of shareholders as under:

Shareholder Category	Tax rate
Residents	Applicable slab rates
Non-residents (subject to treaty benefit)	20%
Foreign Institutional Investors (FIIs)	20%
Global Depository Receipts (GDRs)	10%

The above rates will be subject to applicable surcharge & cess.

- Interest expenditure incurred in earning the dividend income shall be allowable to the extent of 20% of the dividend income.
- The Company is required to withhold tax while distributing the dividend at the rate of
 - 7.5% in case of resident shareholders
 - 20% (plus applicable surcharge & cess) or treaty rate in case of non-resident shareholders
 - 20% (plus applicable surcharge & cess) in case of FIIs
 - 10% (plus applicable surcharge & cess) in case of GDRs

No tax will be deducted on payment of dividend to the resident individual shareholders if the total dividend paid does not exceed INR 5,000/-.

2.13. What are the provisions relating to tax on transaction in shares of a listed company?

General

- Short Term Capital Gains (STCG) tax @ 15% plus applicable surcharge & cess is payable in case the shares of a listed company which are held for less than 12 months are transferred through recognised stock exchange(s), provided STT has been paid. In case, where STT is not paid, STCG tax will be taxable as per the applicable slab-rates plus applicable surcharge & cess.
- Long Term Capital Gains (LTCG) tax @ 10% plus applicable surcharge & cess without any indexation benefit is payable on income in excess of Rs. 1 lakh from sale of shares of listed companies which are held for more than 12

months, through recognised stock exchange(s), provided STT has been paid at the time of purchase and sale (except for the cases which are to be notified by the CBDT).

- In any other case, lower of the following is payable as LTCG tax:
 - a) 20% of the capital gain computed after substituting 'cost of acquisition' with 'indexed cost of acquisition' plus applicable surcharge & cess; or
 - b) 10% of the capital gain computed without substituting 'cost of acquisition' with 'indexed cost of acquisition' plus applicable surcharge & cess.

Buy-back of shares:

The Company shall be required to pay tax @ 20% plus applicable surcharge & cess on any income distributed to the shareholders on buy back of shares. Consequently, no tax shall be chargeable in the hands of shareholders on the income earned by way of such buy back.

Bonus Shares:

- For computing Capital Gains, in an event of transfer of bonus shares by a shareholder, the cost of acquisition shall be taken as NIL.
- Short Term Capital Gains (STCG) tax @ 15% plus applicable surcharge & cess, is payable in case where bonus shares of a listed company are held for less than 12 months and transferred through recognized stock exchange(s) provided STT has been paid. In case, where STT is not paid, STCG tax will be taxable as per the applicable slab-rates.
- LTCG tax @ 10% plus applicable surcharge & cess without any indexation benefit is payable on income in excess of Rs. 1 lakh from sale of shares of listed companies which are held for more than 12 months, through recognized stock exchange(s), provided STT has been paid at the time of purchase and sale (except for the cases which are to be notified by CBDT). In any other case, lower of the following is payable as LTCG tax:
 - a) 20% of the capital gain computed after substituting 'cost of acquisition' with 'indexed cost of acquisition' plus applicable surcharge & cess; or
 - b) 10% of the capital gain computed without substituting 'cost of acquisition' with 'indexed cost of acquisition' plus applicable surcharge & cess

If bonus shares are held as stock in trade, the shareholder may take weighted average cost of the original and bonus shares as the cost of bonus

shares. In that case, the total cost of the original and bonus shares will not change.

Initiatives taken by the Company

Reminder letters to Investors

The Company gives an opportunity to investors by sending reminder letters on yearly basis for claiming their outstanding dividend amount which is due for transfer to the Investor Education and Protection Fund.

Recommendations to the Shareholders/Investors

Register NACH / NEFT Mandate and furnish correct bank account particulars to Company's R&TA/Depository Participant (DP) as the case may be.

As per a circular dated April 20, 2018 issued by SEBI, investors holding shares in physical form should provide the NACH / NEFT Mandate to the Company's R&TA and investors holding shares in demat form should ensure that correct and updated particulars of their bank account are available with their DP. This would also facilitate in receiving electronic credits of dividends, refunds etc., from companies and avoid postal delays and loss in transit. Investors must update their new bank account numbers allotted after implementation of Core Banking Solution (CBS) to the Company's R&TA in case of shares held in physical form and to the DP in case of shares held in demat form.

3. Transfer of unpaid / unclaimed dividend / shares in the name of Investor Education and Protection Fund (IEPF) Authority

3.1. What are the statutory provisions governing unpaid dividend?

Dividend lying in the Unpaid Dividend Account which remains unpaid or unclaimed for a period of seven years is required to be transferred to the Investor Education and Protection Fund (IEPF).

3.2. Where can the status of unclaimed dividend not transferred to IEPF be verified?

The Company has uploaded the details of unpaid and unclaimed amounts lying with the Company as on August 12, 2019 (date of last Annual General Meeting) on the website of the Company (Web-link: <http://www.ril.com/InvestorRelations/ShareholdersInformation.aspx>) as also on the IEPF Authority's website (www.iepf.gov.in) which can be accessed by the investors for this purpose.

3.3. What is the status of unclaimed / unpaid dividend for different years?

The status of unclaimed and unpaid dividend of the Company is captured in Chart 1 below:

Chart 1: Status of unpaid and unclaimed dividend for different years:

	Unclaimed Dividend up to financial year 1994-95	Unclaimed Dividend for financial year 1995-96 to 2011-12	Unclaimed Dividend for financial year 2012-13 and thereafter
Transfer of unpaid dividend	Transferred to General Revenue Account of the Central Government*	Transferred to Central Government's Investor Education and Protection Fund (IEPF)	Will be transferred to IEPF within 30 days of respective due date(s) (provided in Chart 2 given below)
Claims for unpaid dividend	Can be claimed from IEPF after complying with the prescribed procedure under the Companies Act, 2013 (the Act)	Can be claimed from IEPF after complying with the prescribed procedure under the Act	Can be claimed from the Company's R&TA before the respective due date(s) (provided in Chart 2 given below)

* Pursuant to Section 125 of the Act, the amount in the General Revenue Account of the Central Government which had been transferred to that account under sub-section (5) of Section 205A of the erstwhile Companies Act, 1956 and which has remained unpaid or unclaimed, stands credited to IEPF.

Chart 2: Information in respect of unclaimed / unpaid dividends declared for the financial year 2012-13 and thereafter

Financial year ended	Date of declaration of dividend	Due date for transfer to IEPF
March 31, 2013	June 6, 2013	July 12, 2020
March 31, 2014	June 18, 2014	July 24, 2021
March 31, 2015	June 12, 2015	July 18, 2022
March 31, 2016	March 10, 2016	April 15, 2023
March 31, 2017	July 21, 2017	August 26, 2024
March 31, 2018	July 05, 2018	August 4, 2025
March 31, 2019	August 12, 2019	September 11, 2026

3.4. What are the provisions relating to transfer of shares in the name of IEPF Authority? Which shares of a company are liable to be transferred in the name of IEPF Authority?

In accordance with Section 124(6) of the Act, all shares in respect of which dividend has not been paid or claimed for seven consecutive years or more shall be transferred by the company in the name of IEPF Authority.

However, shares in respect of which specific order of Court or Tribunal or Statutory Authority restraining any transfer of such shares and payment of dividend is registered with the company or shares which are pledged or hypothecated under the provisions of the Depositories Act, 1996, shall not be so transferred.

The voting rights on shares transferred in the name of IEPF Authority shall remain frozen until the rightful owner claims the shares.

3.5. What is the status of transfer of shares in the name of IEPF Authority?

Adhering to the provisions of Section 124(6) of the Act read with the rules made thereunder, the Company has, during financial year 2018-19, transferred to the IEPF Authority all shares in respect of which dividend had remained unpaid or unclaimed for seven consecutive years or more as on the due date of transfer. Details of shares transferred to the IEPF Authority are available on the website of the Company and the same can be accessed through the link: <http://www.ril.com/InvestorRelations/ShareholdersInformation.aspx>. The said details have also been uploaded on the website of the IEPF Authority and the same can be accessed through the link: www.iepf.gov.in.

Further, the Company has initiated necessary action for transfer of all shares in respect of which dividend has not been paid or claimed by the shareholders consecutively since 2012-13.

3.6. Where can the details of shares liable to be transferred in the name of IEPF Authority be verified?

Details of shares liable to be transferred in the name of IEPF Authority are made available on the website of the Company. Shareholders are advised to visit the web-link: <http://www.ril.com/InvestorRelations/ShareholdersInformation.aspx> to verify if any shares held by them are liable to be transferred in the name of IEPF Authority.

Further, the Company, three months before the due date of transfer of shares, communicates individually the concerned shareholders whose shares are liable to be transferred in the name of IEPF Authority, by sending them an intimation at their latest available address, informing them about the dividend which has remained unpaid/unclaimed for a period of seven consecutive years or more and the eventuality leading to transfer of shares in the name of IEPF Authority.

3.7. Whether shares / dividend transferred in the name of IEPF Authority can be claimed from IEPF Authority?

Yes. Shares transferred in the name of IEPF Authority in pursuance of Section 124(6) of the Act as well as dividend(s) transferred to IEPF in pursuance of Section 124(5) of the Act can be claimed from IEPF Authority.

3.8. What is the procedure to claim shares and/or dividend from IEPF Authority?

As per the revised process, a claimant needs to submit an online application in Web-Form IEPF-5 available on the website of IEPF Authority (<http://www.iepf.gov.in>) for filing the claim (for shares and/or dividend). It is advised to read the instructions given in the help-kit carefully before filling the form.

After carefully filling information in Web-Form IEPF-5 and attaching necessary documents, as prescribed in the said form, the form shall be filed electronically, free of cost, with IEPF Authority. On successful uploading, an acknowledgement will be generated indicating the Service Request Number (SRN). The said SRN shall be used for future tracking of the form.

After successfully filing/uploading, Web-Form IEPF-5 and the acknowledgement issued shall be printed.

In case of refund of dividend amount of Rs.10,000/- or more and / or for release of any shares, claimant is required to submit indemnity bond in original (original in the format prescribed by IEPF Authority, on a non-judicial stamp paper of the appropriate value, as prescribed under the applicable Stamp Act, according to the state in which it is executed) with signature of claimant(s) and witness, advance receipt in original in the format prescribed by IEPF Authority, self-attested copy of acknowledgement and Web-Form IEPF-5 along with the other documents as mentioned in the said form to Nodal Officer (IEPF) of the Company at its registered office in an envelope marked "Claim for refund from IEPF Authority". For claim of only amount of Rs.10,000/- or less, indemnity bond can be executed on a plain paper.

Claim Web-Form IEPF-5 together with other documents as mentioned therein, completed in all aspects, will be verified by the Company and sent to IEPF Authority

within 30 (thirty) days of receipt of valid documents by filing e-verification report. The Company may, however, reject the claim if the valid documents are not received in the time stipulated under law.

On the basis of company's e-verification report, refund of unclaimed dividend amounts / shares will be released by IEPF Authority in favor of claimants' Aadhaar linked bank account/demat account through electronic transfer only.

3.9. Where can a shareholder / claimant submit his / her claim form etc. with the Company?

A shareholder / claimant, claiming shares and/or dividend amounts shall, after filing Web-Form IEPF-5 with IEPF Authority electronically, submit the necessary documents, as prescribed in the said form, to the Company's Nodal Officer at any of its below given addresses:

Shri K. Sethuraman
Group Company Secretary and Chief Compliance Officer
Nodal Officer (IEPF) Reliance Industries Limited
3rd Floor, Maker Chambers IV, 222, Nariman Point,
Mumbai – 400 021

Or

KFin Technologies Private Limited
(Unit: Reliance Industries Limited)
Address: Selenium Tower B, Plot 31-32, Gachibowli
Financial District, Nanakramguda, Hyderabad – 500 032

Recommendations to the Shareholders/Investors:

Shareholders/investors are advised to promptly encash dividend amount(s) due to them. Details of shares transferred/liable for transfer in the name of IEPF Authority / dividend amounts transferred / to be transferred to IEPF are available on the Company's web-link: <http://www.ril.com/InvestorRelations/ShareholdersInformation.aspx>, which the shareholders/investors are advised to visit to verify the details. Shareholders/investors are also advised to contact KFinTech to claim dividend amounts unpaid / unclaimed, if any, for the financial years from 2010-11 to 2018-19 so that their dividend amounts / shares are not transferred in the name of IEPF Authority.

4. Dematerialisation / Rematerialisation of shares

4.1. What is Dematerialisation of shares?

Dematerialisation (Demat) is the process by which securities held in physical form are

cancelled and destroyed and the ownership thereof is retained in fungible form in a Depository by way of electronic balances.

4.2. Why Dematerialise shares?

SEBI has notified various companies whose shares shall be traded compulsorily in demat form only. By virtue of such notification, the shares of the Company are also subject to compulsory trading in demat form on the stock exchanges. Further, SEBI has, amended Regulation 40 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 pursuant to which, with effect from 01.04.2019, securities of the Company shall be transferred only in Demat form.

4.3. What are the benefits of Dematerialisation?

- Elimination of bad deliveries
- Elimination of all risks associated with physical certificates
- No stamp duty on transfers
- Immediate transfer/trading of securities
- Faster settlement cycle
- Faster disbursement of corporate benefits like rights, bonus, etc.
- SMS alert facility
- Lower brokerage is charged by many brokers for trading in dematerialised securities
- Periodic status reports and information available on internet
- Ease related to change of address of investor
- Elimination of problems related to transmission of demat shares
- Ease in portfolio monitoring
- Ease in pledging the shares
- Reduced transaction cost

- Reduced paperwork

4.4. What is the procedure for Dematerialisation of shares?

- Shareholders should submit the duly filled in Demat Request Form (DRF) along with physical certificate(s) to the concerned DP.
- DP intimates the relevant Depository of such requests through the system.
- DP submits the DRF and the Certificate(s) to the Company's R&TA.
- The Company's R&TA confirms the dematerialisation request from Depository.
- The Company's R&TA, after dematerialising the certificate(s), updates accounts and informs concerned Depository regarding completion of dematerialisation. Depository updates its accounts and informs the DP.
- DP updates the demat account of the shareholder.
- The entire process should be completed within 21 days.

4.5. What is SMS alert facility?

NSDL and CDSL provide free SMS Alert facility for demat account holders whereby the investors can receive alerts for debits and credits in their demat accounts. Under this facility, investors can receive alerts, a day after such debits (transfers)/credits take place. These alerts are sent to those account holders who have provided their mobile numbers to their DPs.

4.6. Why the Company cannot take on record bank details in case of Dematerialised shares?

As per the Depository Regulations, the Company is obliged to pay dividend on dematerialised shares as per the bank account details furnished by the concerned Depository. Therefore, investors are requested to keep their bank particulars updated with their concerned DP.

4.7. What is Rematerialisation of shares?

It is the process through which shares held in electronic form are converted into physical form by issue of share certificate(s).

4.8. What is the procedure for Rematerialisation of shares?

- Shareholders should submit the duly filled in Rematerialisation Request Form (RRF) to the concerned DP.
- DP intimates the relevant Depository of such request.
- DP submits RRF to the Company's R&TA.
- Depository confirms rematerialisation request to the Company's R&TA.
- The Company's R&TA updates accounts and prints certificate(s) and informs the Depository.
- Depository updates the Beneficiary Account of the shareholder by deleting the shares so rematerialised.
- Share certificate(s) is despatched to the shareholder by Company's R&TA.
- The entire process should be completed within 30 days.

Recommendations to the Shareholders/Investors

Open Demat Account and dematerialise your shares Investors should convert their physical holdings of securities into demat holdings for transfer of securities as well as reaping various benefits of dematerialisation.

Monitor holdings regularly

Demat account should not be kept dormant for long period of time. Periodic statement of holdings should be obtained from the concerned DP and holdings should be verified. Where the investor is likely to be away for a long period of time and where the securities are held in electronic form, the investor can make a request to the DP to keep the account frozen so that there can be no debit to the account till the instruction for freezing the account is countermanded by the investor.

Register for SMS alert facility

Investors should register their mobile numbers with DPs for SMS alert facility. NSDL and CDSL proactively inform the investors of transaction in the demat account by sending SMS. Investors will be informed about debits and credits to their demat account without having to call- up their DPs and investors need not wait for receiving transaction statements from DPs to know about the debits and credits.

5. Nomination facility

5.1. What is nomination facility and to whom is it more useful?

Section 72 of the Act provides the facility of nomination to shareholders. This facility is mainly useful for individuals holding shares in sole name. In the case of joint holding of shares by individuals, nomination will be effective only in the event of death of all joint holders.

5.2. What is the procedure for appointing a Nominee?

Investors, especially those who are holding shares in single name, are advised to avail of the nomination facility by submitting the prescribed Form SH-13 for initial registration of nomination and Form SH-14 for cancellation and variation of nomination as per the Act to the Company's R&TA. The said forms may be downloaded from the Company's website, www.ril.com under the section "Investor Relations".

However, if shares are held in dematerialised form, nomination has to be registered with the concerned DP directly, as per the format prescribed by the DP.

5.3. Who can appoint a Nominee and who can be appointed as a Nominee?

Individual shareholders holding the shares/debentures in single name or joint names can appoint a nominee. In case of joint holding, joint holders together have to appoint the nominee. An individual having capacity to contract only can be appointed as a nominee. Minor can, however, be appointed as a Nominee.

5.4. Can a nomination once made be revoked / varied?

It is possible to revoke/vary a nomination once made. If nomination is made by joint holders, and one of the joint holders dies, the remaining joint holder(s) can make a fresh nomination by revoking the existing nomination.

5.5. Are the joint holders deemed to be Nominees to the shares?

Joint holders are not nominees; they are joint holders of the relevant shares having joint rights on the same. In the event of death of any one of the joint holders, the surviving joint holder(s) of the shares is/are the only person(s) recognised under law as holder(s) of the shares. Surviving Joint holder(s) may appoint a nominee.

5.6. Is nomination form required to be witnessed?

A nomination form must be witnessed.

5.7. What rights are conferred on the Nominee and how can he exercise the same?

As per the provisions of Section 72 of the Act, the nominee is entitled to all the rights in the securities of the deceased shareholder in relation to such securities to the exclusion of all other persons. In the event of death of the shareholder, all the rights of the shareholder shall vest in the nominee. In case of joint holding, all the rights shall vest in the nominee only in the event of death of all the joint holders. The nominee is required to apply to the Company or to the DP as may be applicable, by reporting death of the nominator along with the attested copy of the death certificate.

Recommendations to the Shareholders/Investors:

Submit Nomination Form

Shareholders/Investors should register their nomination in case of physical shares, with the Company's R&TA and in case of dematerialised shares, with their DP. Nomination would help the nominees to get the shares transmitted in their favour without any hassles. Shareholders/Investors must ensure that nomination made is in the prescribed Form and must be witnessed in order to be effective.

6. Transfer / transmission / transposition / duplicate certificates etc.

6.1. What is the procedure for transfer of shares in favour of transferee(s)?

SEBI HAS AMENDED REGULATION 40 OF THE SEBI (LISTING OBLIGATIONS AND DISCLOSURE REQUIREMENTS) REGULATIONS, 2015 PURSUANT TO WHICH, WITH EFFECT FROM 01.04.2019, SECURITIES OF THE COMPANY SHALL BE TRANSFERRED ONLY IN DEMAT FORM.

In view of the above, to transfer shares in favour of the transferee(s), shareholders / members are advised to dematerialise shares held by them in physical form.

6.2. Is submission of permanent account number (PAN) mandatory?

It is mandatory to provide PAN details in the following cases, viz (a) Deletion of name of the deceased holder(s), where the shares are held in the name of two or more shareholders; (b) Transmission of shares to legal heir(s), where deceased

shareholder was the sole holder of the shares; and (c) Transposition of shares – where there is a change in the order of names in which physical shares are held jointly in the names of two or more shareholders.

6.3. What should a transferee (purchaser) do in case transfer form is returned with objections?

Transferee (purchaser) needs to immediately proceed to get the errors/discrepancies corrected. Transferee needs to contact the transferor (seller) either directly or through his broker for rectification or replacement with good securities. After rectification or replacement of the securities, the same should be resubmitted for effecting transfer. In case the errors are non-rectifiable, purchaser has recourse to the seller and/or his broker through the Stock Exchange to get back his money. However, in case of off-market transactions, matter should be settled with the seller only.

6.4. How to get shares registered which are received by way of gift? Does it attract stamp duty?

Any gift of shares can be effected in dematerialised form only through off-market delivery instruction slip.

6.5. What is the procedure for getting shares in the name of surviving shareholder(s), in case of joint holding, in the event of death of one shareholder?

In case of shares held in physical form, the surviving shareholder(s) will have to submit a request letter supported by original / a copy of the death certificate of the deceased shareholder, duly attested by Notary Public or Gazetted Officer and accompanied by the relevant share certificate(s). The Company's R&TA, on receipt of the valid documents and after due scrutiny, will delete the name of the deceased shareholder from its records and return the share certificate(s) to the surviving shareholder(s) with necessary endorsement. For shares held in demat form, shareholders / investors are advised to approach their DP concerned.

6.6. What is the procedure for getting the shares held in single name having nomination transmitted in the name of Nominee?

The following documents are required to be submitted by the nominee:

- Duly signed transmission request form;
- Original or Copy of death certificate duly attested by a Notary Public or by a Gazetted Officer; and

- Self-attested copy of PAN card of the nominee. (Copy of PAN card may be substituted with ID proof in case of residents of Sikkim after collecting address proof)

6.7. What is the procedure for getting physical shares in the name of legal heir(s) in the event of death of the sole shareholder without nomination?

The following documents needs to be submitted by the legal heir(s):

- Duly signed transmission request form;
- Original or Copy of death certificate duly attested by a Notary Public or by a Gazetted Officer;
- Self-attested copy of PAN card (Copy of PAN card may be substituted with ID proof in case of residents of Sikkim after collecting address proof)

- Additional documents:

- a) Affidavit from all the legal heirs made on appropriate non judicial stamp paper – to the effect of identification and claim of legal ownership to the securities.

In case the legal heir(s)/claimant(s) is named in the succession certificate or probate of will or will or letter of administration, an affidavit from such legal heir/claimant(s) alone would be sufficient.

- b) For value of securities up to Rs.5,00,000 (Rupees Five lakh only) per issuer company as on date of application, one or more of the following documents:
 - i. Succession certificate or probate of will or will or letter of administration or court decree, as may be applicable in terms of Indian Succession Act, 1925.
 - ii. In the absence of the documents as mentioned at (i) above
 - no objection certificate from all legal heir(s) who do not object to such transmission or copy of family settlement deed duly notarized and executed by all the legal heirs of the deceased holder, and
 - An Indemnity Bond made on appropriate non judicial stamp paper, indemnifying the Share Transfer Agent / Issuer Company.

- c) For value of securities more than Rs. 2,00,000 (Rupees Two lakh only) per issuer company as on the date of application:
- Succession certificate or probate of will or will or letter of administration or court decree, as may be applicable in terms of Indian Succession Act, 1925.

6.8. What is the procedure for getting demat shares in the name of legal heir(s) in the event of death of the sole beneficial owner without nomination?

If the value of shares of the Company as on the date of application is up to Rs. 5,00,000, the legal heir(s) should submit the following documents to the DP:

- Notarized copy of the death certificate
- Transmission Request Form (TRF),
- Affidavit – to the effect of the claim of legal ownership to the shares,
- Deed of indemnity – Indemnifying the depository and Depository Participants (DP).
- NOC from legal heir(s), if applicable, or family settlement deed duly executed by all legal heirs of the deceased beneficial owner.

If the value of shares of the Company as on the date of application is more than Rs. 5,00,000, the legal heir(s) should additionally submit one of the following documents to the DP:

- Surety form
- Succession certificate
- Probated will
- Letter of Administration

Note:

The timeline for processing the transmission requests by the DP for securities held in dematerialised form is 7 days and by the Company/R&TA for the securities held in physical form is 21 days, after receipt of the prescribed documents from the claimants/legal heirs.

6.9. How can the change in order of names (that is, transposition) be effected?

Share certificate(s) along with a request letter duly signed by all the joint holders and copies of their PAN Cards, duly attested, may be sent to the Company's R&TA for change in order of names, known as 'transposition'. Transposition can be done only for the entire holdings under a folio and therefore, request for transposition of part holding cannot be accepted by the Company/R&TA. For shares held in demat form, investors are advised to approach their DP concerned for transposition of names.

6.10. What is the procedure for obtaining duplicate share certificate(s) in case of loss/misplacement of original share certificate(s)?

Shareholders who have lost/misplaced share certificate(s) should inform the Company's R&TA immediately about loss of share certificate(s), quoting their folio number and details of share certificate(s), if available.

The R&TA shall immediately mark a 'stop transfer' on the folio to prevent any further transfer of shares covered by the lost share certificate(s). It is recommended that the shareholders should lodge FIR with police station regarding loss of share certificate(s).

They should send their request for duplicate share certificate(s) to the Company's R&TA and submit documents as required by the R&TA.

6.11. What is the procedure to get the certificates issued in various denominations consolidated into a single certificate?

Consolidation of share certificates helps in saving cost while dematerialising the share certificates and also provides convenience in holding the shares physically. Shareholders having certificates in various denominations under the same folio should send all such certificates to the Company's R&TA for consolidation into a single certificate.

If the shares are not under the same folio but have the same order of names, shareholders should write to the Company's R&TA in the prescribed form for consolidation of folios. This will help the investors to efficiently monitor their holding and the corporate benefits receivable thereon.

Recommendations To The Shareholders/Investors:

Opt for Corporate Benefits in Electronic Form

In case of non-cash corporate benefits like split of shares/ bonus shares, the holders of shares in physical form must opt to get the shares in electronic form by providing the details of demat account to the R&TA.

Exercise caution

There is likelihood of fraudulent transfers in case of folios with no movement or where a shareholder has either expired or is not residing at the address registered with the Company. The Company's R&TA should be updated on any change of address or contact details. Similarly, information of death of shareholder should also be communicated promptly.

Mode of Postage

It is recommended to use registered post or speed post or courier facility when investors send important/high value documents, share certificates etc. to the Company/R&TA.

7. Unclaimed shares under listing regulations

7.1. What are the regulatory provisions and procedure governing consolidation of unclaimed shares?

As per Regulation 39 of the Listing Regulations read with Schedule VI thereto:

- a) Shares issued in dematerialised form pursuant to a public issue or any other issue, which remain unclaimed, shall be credited to a unclaimed suspense account opened by the company for this purpose with one of the depository participants.
- b) Shares issued in physical form pursuant to a public issue or any other issue, which remain unclaimed, shall be transferred into one folio in the name of "Unclaimed Suspense Account" and shall be dematerialised and credited in the unclaimed suspense account opened by the company for this purpose with one of the depository participants.

Any corporate benefits accruing on such shares, viz., bonus shares, split, etc., shall also be credited to such unclaimed suspense account or unclaimed suspense account, as applicable, for a period of seven years and thereafter shall be transferred in accordance with the provisions of applicable laws.

The voting rights on such unclaimed shares shall remain frozen till the rightful owner claims the shares.

7.2. What is the status of compliance by the company with regard to these provisions?

In terms of Regulation 34 of the Listing Regulations read with Schedule V thereto, details relating to aggregate number of shareholders and the outstanding shares in the suspense account lying at the beginning of the year, number of shareholders who had approached the Company for transfer of shares from suspense account during the year, number of shareholders to whom the said unclaimed shares were transferred from the suspense account during the year, and the aggregate number of shareholders and the outstanding shares in the suspense account lying at the end of the year, have been set out under “Equity Shares in Suspense Account” in the Annual Report.

8. Monitoring of foreign investment limits in the company

Foreign Investment in India is regulated in terms of clause (b) of sub-section 3 of section 6 and section 47 of the Foreign Exchange Management Act, 1999 (FEMA) read with Foreign Exchange Management (Transfer or Issue of a Security by a Person resident Outside India) Regulations, 2017 issued vide Notification No. FEMA 20(R)/2017-RB dated November 7, 2017, as amended from time to time. FEMA prescribes the various foreign investment limits in listed Indian companies. These include the aggregate FPI (Foreign Portfolio Investor) limit, the aggregate NRI (Non-Resident Indian) limit and the sectoral cap.

Foreign investors making investment/willing to make investment in securities of the Company are advised to visit websites of BSE (www.bseindia.com), NSE (www.nse.co.in), NSDL (www.nsdl.co.in) and CDSL (www.cdslindia.com) beforehand to know more on the foreign investment limits and the headroom available from time to time for investment in securities of the Company.

Investor servicing and grievance redressal – external agencies

1. Ministry of Corporate Affairs (MCA)

MCA has launched its e-Governance initiative, that is, MCA21, on the MCA portal (www.mca.gov.in). One of the key benefits of this initiative is timely redressal of investor grievances. MCA21 system accepts complaints under the e-Form prescribed, which has to be filed online.

The status of complaint can be viewed by quoting the Service Request Number (SRN) provided at the time of filing the complaint.

2. Securities and Exchange Board of India (SEBI)

SEBI, in its endeavour to protect the interest of investors, has provided a platform wherein the investors can lodge their grievances. This facility is known as SEBI Complaints Redress System (SCORES) and is available on the SEBI website (www.sebi.gov.in) and on SCORES' website (<http://scores.gov.in>).

3. SEBI Complaints Redress System (SCORES)

The investor complaints are processed in a centralized web based complaints redress system. The salient features of this system are: Centralised database of all complaints, online upload of Action Taken Reports (ATRs) by the concerned companies /R&TA and Online viewing by investors of actions taken on the complaint and its current status.

All companies against whom complaints are pending on SCORES, have to take necessary steps to resolve the complaint and submit action taken report within thirty days of receipt of complaint and also keep the complainant duly informed of the action taken.

SEBI has issued frequently asked questions (FAQs) in respect of SCORES which inter alia lists down the matters which are considered as complaints and handled by SEBI, the matters which are not considered as complaints, how the investor complaints are handled by SEBI, the arbitration mechanism, etc. These FAQs can be accessed on the link: <http://scores.gov.in/scores/Docs/FAQ-SCORES.pdf> .

4. Stock Exchanges

National Stock Exchange of India Limited (NSE) – NSE has formed an Investor Services Cell (ISC) and Investor Grievance Resolution Panel (IGRP) to redress investors' grievances electronically. The investors have to log on to the website of NSE, that is, www.nseindia.com and go to the tab "Invest – Making a Complaint".

BSE Limited (BSE) – BSE has provided an opportunity to the investors to file their complaints electronically through its website: www.bseindia.com under the "Investor" section.

5. Depositories

National Securities Depository Limited (NSDL) – In order to help its clients resolve their doubts, queries, complaints, NSDL has provided an opportunity wherein they can raise their queries by at - <https://nsdl.co.in/nsdlnews/investors.php>

Central Depository Services (India) Limited (CDSL) - Investors who wish to seek general information on depository services may mail their queries to: helpdesk@cdslindia.com. With respect to the complaints/grievances of the demat account holders relating to the services of the DP/Depository, e-mails may be addressed to: complaints@cdslindia.com. For any other services the investor can access – www.cdslindia.com – Investors.

Miscellaneous

Change of address

What is the procedure to get change of address registered in the Company's records?

Shareholders holding shares in physical form may send a request letter, duly signed by all the holders, giving the details of the new address along with Pin Code, to the Company's R&TA. Shareholders are requested to quote their folio number(s) and furnish proof of new address such as attested copies of Aadhar Card/Passport/Latest Electricity or Telephone Bill / Lease Agreement and PAN Card,, etc. If shares are held in dematerialised form, information about change of address needs to be sent to the DP concerned.

Change of name

What is the procedure for registering change of name of shareholders?

Shareholders holding shares in physical form may request the Company's R&TA for effecting change of name in the share certificate(s) and records of the Company. Original share certificate(s) along with the supporting documents such as duly attested copies of marriage certificate, court order, etc. should be enclosed. The Company's R&TA, after verification, will effect the change of name and send the share certificate(s) in the new name of the shareholders. Shareholders holding shares in demat form, may request the concerned DP in the format prescribed by DP for effecting change of name.

Authority to another person to deal with shares

What is the procedure for authorising any other person to deal with the shares of the Company?

A shareholder needs to execute a Power of Attorney in favour of the concerned person and submit a notarised copy of the same to the Company's R&TA. After scrutiny of the documents, the R&TA shall register the Power of Attorney and inform the registration details to the shareholder concerned. Whenever the Power of

Attorney holder proposes to enter into a transaction, the registration number mentioned above should be quoted in the correspondence.

Permanent Account Number (PAN)

It is mandatory to quote PAN before entering into any transaction in the securities market. **Shareholders who have not provided details of their PAN are advised to submit the same immediately to the Company** to avoid any inconvenience in future. The Income Tax Department of India has highlighted the importance of PAN on its website: www.incometaxindia.gov.in, wherein lot of queries with respect to PAN have been replied to in the FAQ section.

Insider Trading Regulations

In order to strengthen the legal framework for prohibition of insider trading in securities, SEBI notified the Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015 (Regulations). The Regulations came into force from May 15, 2015, replacing its over two decade old antecedent. Under the Regulations, every promoter, member of the promoter group, key managerial personnel and director of a company are required to file initial disclosure whereas continual disclosure is required to be filed by every promoter, member of the promoter group, designated person and director of the company.

In view of the Regulations, the Company has revised Reliance Code to Regulate, Monitor and Report Trading by directors, promoters, designated employees and specified connected persons of the Company and material subsidiaries of the Company (Reliance Code). The Reliance Code inter alia prohibits aforesaid persons from trading in securities while in possession of unpublished price sensitive information in relation to the Company and also during the period when the Trading Window is closed.

E-voting

The Act, the Companies (Management and Administration) Rules, 2014 and Regulation 44 of the Listing Regulations require a listed company to provide e-voting facility to its shareholders in respect of all shareholders' resolutions to be passed at General Meetings.

Annual General Meeting through VC/OAVM

Considering the present Covid-19 pandemic, the Ministry of Corporate Affairs ("MCA") has vide its circular dated May 5, 2020 read together with circulars dated April 8, 2020 and April 13, 2020 (collectively referred to as "MCA Circulars") permitted convening the Annual General Meeting ("AGM" / "Meeting") through

Video Conferencing (“VC”) or Other Audio Visual Means (“OAVM”), without the physical presence of the members at a common venue. In accordance with the MCA Circulars, provisions of the Companies Act, 2013 (‘the Act’) and the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI Listing Regulations”), the AGM of the Company in the year 2020 is being held through VC / OAVM.

Register e-mail address

To contribute towards greener environment and to receive all documents, notices, including Annual Reports and other communications of the Company in electronic mode:

- (a) Members holding shares in physical mode are requested to register / update the same by clicking on <https://rkarisma.kfintech.com/shareholders> or by writing to the Company with details of folio number and attaching a self-attested copy of PAN card at investor.relations@ril.com or to KFinTech at rilinvestor@kfintech.com.
- (b) Members holding shares in dematerialised mode are requested to register / update their email addresses with the Depository Participant(s) with whom they maintain their demat accounts.

Intimate mobile number

Shareholders are requested to intimate their mobile number and changes therein, if any, to KFinTech, if shares are held in physical form or to their DP if the holding is in electronic form, to receive communications on corporate actions and other information of the Company.

Shareholders’ General Rights

- To receive not less than 21 clear days’ notice of general meetings.
- To receive notice and forms for Postal Ballots in terms of the provisions of the Act and the relevant Rules issued thereunder.
- To receive copies of the financial statements, including consolidated financial statements, if any, report of directors and auditors thereon and every other document required by law to be annexed or attached to the financial statements (Generally known as “Annual Report”) not less than 21 days before the date of the Annual General Meeting.

- To participate and vote at General Meetings either personally or through proxy (proxy can vote only in case of a poll).
- To receive Dividends and other corporate benefits like Bonus, Rights, etc. once approved.
- To demand poll on any resolution at a General Meeting in accordance with the provisions of the Act.
- To inspect Statutory Registers and documents as permitted under law.
- To require the Board of Directors to call an Extraordinary General Meeting in accordance with the provisions of the Act.

Duties/Responsibilities of Investors

- To remain abreast of corporate developments, company specific information and take informed investment decision(s).
- To be aware of relevant statutory provisions and ensure effective compliance therewith.
- To deal with only SEBI registered intermediaries while dealing in the securities.
- Not to indulge in fraudulent and unfair trading in securities nor to act upon any unpublished price sensitive information.
- To participate effectively in the proceedings of shareholders' meetings.
- To contribute to the Greener Environment and accordingly register email addresses to enable the Company to send all documents/notices including Annual Reports electronically.
- To register nominations, which would help the nominees to get the shares transmitted in their favour without any hassles.
- To participate in the e-voting facility provided by the company or attend the General Meeting of the Company and cast their vote.
- To respond to communications seeking shareholders' approval through Postal Ballot.
- To respond to communications of SEBI/Depository/DP/ Brokers/Sub-

brokers/Other Intermediaries/Company, seeking investor feedback/comments.

DIVIDEND, VOTING AND OTHER RIGHTS ATTACHED WITH EQUITY SHARES:

- The holders of shares shall, according to the amount of shares held by them, have the same rights, privileges and advantages as regards dividends, voting at meetings of the Company, and other matters.
- Subject to any rights or restrictions for the time being attached to any class or classes of shares –
 - (a) on a show of hands, every member present in person shall have one vote; and
 - (b) on a poll, the voting rights of members shall be in proportion to his share in the paid-up equity share capital of the company.
- A member may exercise his vote at a meeting by electronic means in accordance with the Act and shall vote only once.
- In the case of joint holders, the vote of the senior who tenders a vote, whether in person or by proxy, shall be accepted to the exclusion of the votes of the other joint holders. For this purpose, seniority shall be determined by the order in which the names stand in the register of members.
- No member shall be entitled to vote at any general meeting unless all calls or other sums presently payable by him in respect of shares in the Company have been paid or in regard to which the Company has exercised any right of lien.
- The Company's lien, if any, on a share shall extend to all dividends or interest, as the case may be, payable and bonuses declared from time to time in respect of such shares for any money owing to the Company.
- Subject to applicable laws, partly paid-up equity shareholders shall have the following rights in proportion to amount paid-up on the Rights Equity Shares:
 - (a) The right to receive dividend, if declared;
 - (b) The right to vote in person, or by proxy, except in case such shares are allotted and credited to the demat suspense account as mentioned in the offer document for issuance of such shares;
 - (c) The right to receive surplus on liquidation;
 - (d) The right to free transferability of shares;
 - (e) The right to attend general meetings of our Company and exercise voting powers in accordance with law, unless prohibited / restricted by law and as

disclosed under the offer document for issuance of such shares

(f) Such other rights as may be available to a shareholder of a listed public company under the Companies Act, 2013, the Memorandum of Association and the Articles of Association.

NOTE:

This Referencer contains general information. Readers are advised to refer to the relevant Acts/Rules/Regulations/Guidelines/Clarifications before dealing in securities.