

**NOVARTIS INDIA LIMITED**

**76<sup>th</sup> ANNUAL GENERAL MEETING**

ON WEDNESDAY, JULY 31<sup>st</sup>, 2024 AT 11.00 A.M.

**Company Secretary**

A very good morning ladies and gentlemen. It is 11 am India time. I extend a warm welcome to you all for the 76th Annual General Meeting of Novartis India Limited. I am Ms. Chandni Maru, Company Secretary of the company. Before the Chairman commences the meeting, I would like to draw your attention to a few important points. Like previous year, today's Annual General Meeting is being held through virtual means in compliance with circulars issued by Ministry of Corporate Affairs and Securities and Exchange Board of India. In order to ensure maximum participation from the shareholders for this meeting, we have provided a facility to update Email Id and contact details of the shareholders with the help of our registrar and share transfer agent, NSDL and CDSL. The company has provided the e-voting facility which commenced from 9 am IST on Sunday, July 28, 2024 and ended at 5 pm IST on Tuesday, July 30, 2024. Instructions on how to log in and cast the vote were sent to the shareholders on email. Similar details are also mentioned in the notice to the AGM. The Cut-Off date for determining the members entitled to vote on the resolutions set forth in the notice of annual general meeting was Tuesday, July 23, 2024. Those members who have not cast their votes during the remote e-voting period may cast their votes today once the e-voting commences.

To avoid any disturbances from the background, all the members who have joined this meeting by default are placed on mute. Speaker shareholders who have registered with the company will be allowed to speak once their name is announced during the question and answer session. For better interaction, you may use your earphones, minimize background noise and use good quality

internet. During the AGM, if any member is facing any technical issue, they may kindly contact the helpline number which is mentioned in the notice of the AGM. Thank you very much. I now hand over the proceedings to the Chairman.

**Chairman**

Thank you, Chandni. And good morning once again, ladies and gentlemen. I do apologize for the technical challenges that we experienced then, but I'm hoping now that they have been satisfactorily resolved and you can all hear what I'm about to say. So on behalf of the Board of Directors of Novartis India Limited, I extend a very warm welcome to each one of you here present at the 76th Annual General Meeting of the Company. This meeting is being held through video conferencing and other audiovisual modes. And this complies with the circulars issued by the Ministry of Corporate Affairs, Government of India and the Securities and Exchange Board of India. The company has taken all possible steps to ensure that the shareholders are provided with an opportunity to participate at this annual general meeting and also to vote. We're very pleased to have your virtual presence here today. As the requisite quorum is present, I now declare this meeting as open. The register of directors and key managerial personnel and their shareholding are available. And these will remain available to the members for inspection electronically if they so desire. I, Christopher Snook, Chairperson of the Board, Chairperson of the Stakeholders Relationship Committee and Member of the Audit Committee of the Board, hereby state that I am participating in this meeting from the registered office of the company located in BKC, Mumbai. I look forward to interacting together with you all here today at this meeting. I would now request my fellow directors to kindly introduce themselves and I hand over to Shilpa Joshi to begin the introductions.

**Shilpa Joshi**

Thank you, Mr. Snook.

A very good morning to all shareholders, fellow directors and participants. Hope each one of you is keeping safe and staying healthy. I'm Shilpa Joshi, Whole Time Director and chief financial officer of the company, and I am participating in this 76<sup>th</sup> Annual General Meeting from the registered office of the company located in BKC, Mumbai. I am also a member of stakeholders relationship committee, corporate social responsibility committee, and risk management committee of the board. I look forward to interacting with you all today. Thank you and request Sandra to introduce herself.

**Sandra Martyres**

Good morning everyone.

I'm SandraMartyres, independent director of the company. I am participating in this annual general meeting from the registered office of the company located in BKC, Mumbai. I am the chairperson of the audit committee and nomination and remuneration committee and a member of the CSR committee of the board. Thank you and I request Sanker to introduce himself.

**Sanker Parameswaran**

Good morning, everyone.

I'm Sanker Parameswaran, Independent Director of the company. I am participating in this annual general meeting from the registered office of the company located in BKC, Mumbai. I am chairperson of the Risk Management Committee and a member of the Audit Committee and Stakeholders Relations Committee of the Board. Thank you and request Gira Sardesai to introduce herself.

**Gira Sardesai**

Good morning everyone, I Gira Sardesai, Independent Director of the company. I am participating in this annual general meeting from the registered office of the company located in BKC, Mumbai. I have been appointed as an independent director on the board of the company which is set from 31st March, 2024. I am a member of audit committee, nomination and remuneration committee and risk

management committee. Thank you and now I request Falin to introduce himself.

**Falin Majmudar**

Good morning, everyone. I'm Falin Majmudar, the full-time director of the company. I'm participating in this annual general meeting from the registered office of the company located in BKC, Mumbai. I am appointed as an additional director of the company, effective from June 28, 2024. Thank you.

**Chairman**

Thank you to all of the directors. I wish to confirm that Ms. Chandni Maru, Company Secretary, and the representatives of the statutory auditors, as well as the secretarial auditors, are also attending this virtual meeting. I request all members to extend their full support and cooperation for smooth and systematic conduct of the proceedings of this virtual meeting today. The notice of this meeting has been with you and with your permission I take it as read. The Auditor's Report on the Financial Statement for the financial year 2023 - 2024 does not contain any qualifications, reservations, adverse remarks, observations or comments. And with your permission again, I also take the auditor's report as read. Let me now brief members present on the key highlights and events during the last financial year.

**Chairman's Speech**

**Chairman**

Dear shareholders, once again, a very good morning to you all and a warm welcome to the 76th Annual General Meeting of Novartis India Limited. India finds itself on the brink of a significant economic transformation. The International Monetary Fund projects a GDP growth rate of 6.8% for India in 2024. This growth is driven by increased domestic consumption, strategic reforms, and remarkable advancements in the digital landscape. As the Indian

economy expands, it is clearly evident that health care is poised to be a critical driver contributing to this growth. In recent years, the government has placed renewed focus on health care, exemplified by initiatives such as Ayushman Bharat and increased public health expenditure.

These efforts underscore the essential role of a healthy population in fostering economic prosperity. In 2024, I believe three key healthcare trends are significantly reshaping the Indian landscape.

First, we are witnessing a sizable increase in private insurance adoption. India's growing middle class and increased awareness of healthcare needs have resulted in a surge in private health insurance. In fact, the gross written premium is anticipated to experience a compound annual growth rate of 6.76% between 2024 and 2028. This shift not only provides financial security to millions, but also drives the demand for quality healthcare services and innovative treatments.

Second, patients today are empowered to make much better informed decisions. The digital revolution and easy access to information are driving this change. This patient-centric trend is strengthening the healthcare ecosystem and transforms the doctor-patient relationship by fostering transparency and improving health outcomes.

Third, there is a real shift in value and outcome-based decision-making over price. As patients and caregivers increasingly have a voice in their treatment, they seek the best possible health outcomes. Many of them have gradually started demanding innovative and advanced treatment options. One can also correlate this trend with the evident increase in income levels. With this higher quality care and competitive pricing, India has also emerged as a preferred destination for medical tourism, attracting patients from around the world. For example, against the background of

significant advances in medical technology and expertise, organ transplants have been on the rise in India.

At Novartis India Limited, we believe that true progress encompasses not only financial success but also contributions to societal well-being. Our commitment to social responsibility is unwavering and we are guided by the principles of sustainable development and equity. Our continued dedication to eradicating leprosy and supporting rehabilitation initiatives exemplifies this philosophy.

Despite significant progress in reducing the prevalence of leprosy, India still accounts for 60% of the world's leprosy cases. Leprosy, often accompanied by stigma and discrimination, necessitates a comprehensive approach that involves early detection, effective treatment and socioeconomic rehabilitation for those affected. Aligned with Sustainable Development Goal three, which aims to ensure healthy lives and promotes wellbeing for all at all ages, Novartis India Limited has intensified support for such initiatives, and I'm sure you will have read the testimonial stories of beneficiaries in the Novartis India Limited Annual report, and that you have shared my pride.

Before concluding, I'd like to extend sincere gratitude to our employees, partners and shareholders for their unwavering support and dedication. Together we will continue to inspire and positively impact lives, ensuring a healthier and more equitable future for all.

On behalf of the Board of Directors, I am pleased to restate our commitment to delivering shareholder value. Therefore, the company's Board of Directors proposes Indian Rupees 25/- dividend per equity share of Indian Rupees 5/- face value at today's Annual General Meeting. This subject to your approval of course. Once again, thank you for your continued confidence in our company. I look forward to the same in the years ahead.

Now before we proceed further, I would request members to take note of the following, inadvertent typographical error appearing in the Annual Report.

On page number 65 of the Annual Report, (Point 3a, details of the Audit Committee. It is mentioned that Ms. Chandni Maru, Company Secretary and Compliance Officer, acts as Secretary to the Audit Committee till May 8th, 2024. However, it has to be read as follows and that is Ms. Chandni Maru, Company Secretary and Compliance Officer, acts as Secretary to the Audit Committee with effect from May 8th 2024.

Before we move on to the question and answer session, I would request Ms. Shilpa Joshi to address the shareholders and to also share her thoughts.

**Shilpa Joshi**

Thank you Mr. Snook. A very good morning to our dear shareholders again. We are grateful to you for taking the time out to attend the 76th Annual General Meeting of Novartis India Limited. I would also like to thank you for the trust you have shown in the company over the years. At this point I take the opportunity to put together a presentation for you to give you a better perspective of the Indian pharma market, a glimpse of Novartis India and its performance as we move ahead. Next slide please.

This is a standard disclaimer just to make sure that we understand that this presentation is general in nature and should not be read or deemed as containing forward-looking statements in respect of the company and no undue reliance should be placed on the presentation statements and the same should not be considered as any promise, assurance, indicator strategy for Charter of Novartis India Limited. Please take the option to read this disclaimer. Next slide please.

The Indian pharmaceutical industry is valued at Rs 2.2 trillion and has experienced robust growth over the last five years with CAGR of 10%. Key growth drivers have been product launches including innovative new drugs in a wide variety of therapy classes and new anti-obesity treatments. Rising health awareness helped by improvements in the health and transport infrastructure is driving demand beyond major metros and urban cities. Healthcare has become one of the key priorities of Indian government and increase in health insurance coverage has also boosted local access and affordability to quality health care. The industry is also facing some headwinds due to continued downward pressures on prices under the DPCO following the year 2022 expansion of NLEM, wider implementation of trade margin caps for non-scheduled drugs and impact of trade generics, sold relying on discount-driven dispensing rather than promotion-driven prescribing. Next slide, please.

Indian pharmaceutical companies play a significant role globally, supplying more than one-fifth of the global market of generic medicines and over 60% of the global vaccines market. The Indian pharma companies having their strong market presence with dominating share of 83% in total revenue and growing at a higher pace than MNCs in India. If we look at the contribution by therapies, acute therapies account for majority at 62% while chronic therapies contribute to 38%. However, chronic therapies are growing at the rate of 10% year over year.

India's epidemiological profile is changing, which is reflected in the top three therapies in terms of market share and these are cardiac, anti-infective and gastrointestinal. With cardiac holding the largest market share at 12.6% and experiencing a double digit growth rate of 10.5%. Strategic partnerships play a crucial role in fostering innovation, expanding market presence and driving growth in the pharmaceutical industry. These collaborative efforts between Indian companies and MNCs not only benefit the partnering



organizations, but also contribute to the overall development and advancement of the healthcare sector. Next slide, please.

Positive changes in the Indian demographics are also propelling growth of pharma industry in India. The country's large population, the increasing healthcare awareness and access have contributed to the rising pharmaceuticals uptake in India. With increase in the per capita income, affordability to buy modern healthcare is increasing. Government spending on healthcare as a share of GDP is constantly increasing. The government has also been allocating investments to support healthcare startups and ecosystem.

Although share of out-of-pocket spend on healthcare by patient continues to be high, it is gradually reducing over a period of time, indicating both increased penetration of insurance as well as government spend. The government continues to play a critical role in the sector with its focus on creation of facilities in rural India for primary health care and ensuring availability of diagnostics, funding medical insurance to the low-income population through schemes like Ayushman Bharat, driving penetration of generic medicines through initiatives like Jan Aushadhi Centers.

Private health insurance coverage has also been seen a continuous improvement with a current penetration rate of 18% in 2024. This growth can be attributed to increased awareness and interest in private insurance options. Next slide, please.

With this backdrop, I just wanted to give, I just wanted to go a little deeper into performance of Novartis India Limited. In the bone and pain segment, we shall continue with our strategy to gain market share through portfolio expansion and increasing our reach. You will be happy to note our flagship brand in pain portfolio, Voveran, has been supporting pain relief in the millions of patients for three decades. To increase the penetration of our transplant portfolio, we are working towards ensuring steady growth by leveraging the innovator positioning and differentiation that we enjoy.

The key products, Simulect and Myfortic, within our transplant portfolio have been helping around 25,000 patients to lead a healthy life post organ transplant. For our neurological portfolio, we shall continue to work towards maintaining our share by mitigating various operational challenges. Tegrital has been an innovative brand and among the market leaders in the carbamazepine segment. It is widely prescribed by neurologists and psychiatrists for the management of epilepsy. Next slide please.

It has been two years of the exclusive sales and distribution arrangement entered by Dr. Reddy's laboratory for a number of our established medicines which include the Voveran range, Calcium range and Methergine. Your company is amplifying value creation in bone and pain, leveraging the unique business model with Dr. Reddy's laboratories. The deal has helped to increase field force strength by four times and thereby significantly improving all India HCP coverage by two and a half times Through this business model, your company aims to strengthen Voveran's positioning in highly flooded generic market, maximize access to entire portfolio across geographies and driven pain management awareness. Next slide please.

Your company offers strong patient support program to ensure long-term survival of transplanted organ patients. The Win for Patient Transplant Program provides counseling and diagnostic support to thousands of active patients. Our data has reported very strong organ survival rate with Simulect, providing assurance to several healthcare professionals on our brand. Next slide, please.

During the financial year 23-24, the transplant maintenance portfolio grew by 11%, driven by Myfotic, Sandimmun, and Certican. Pain portfolio, with its flagship brand Voveran range grew by 6% in MAT Mar'24 vs. MAT Mar'23. The team worked towards leveraging the efficacy penetration of Voveran among its HCPs and focus on urban and rural markets with high in-clinic share of voice drive. In

spite of these, sales were lower this year compared to previous year mainly due to shortage of Simulect and impact of price reduction notifications by NPPA and to some extent due to onetime stocking impact and higher uptakes of goods by Doctor Reddy's last year. Our operating profit has increased owing to the simplified business model that we have adopted and also due to operational efficiencies. Profit before tax has improved from 31% to 37%. However, we have higher tax expenses with tax adjustments from the earlier years which have impacted our EPS adversely. Next slide please.

We announced a financial performance of the first quarter of the current financial year 24-25 one day before yesterday and I would like to explain to you what the performance was. Our financial performance is encouraging with sales growing almost by 14% over Q4 of 23-24. The same is true with our operating profit and our profit before tax. Our PBT increased substantially by 58% over Q4 23-24 and same is also reflecting in earning per share. Next slide, please.

We are pleased to say that our financial performance, especially while comparing it for the last five years, it has improved substantially during the past two years with a particular reference to profitability, earning per share and returns on shareholders funds. We have tried our best to make sure that we explore new business models, that we focus on the new ways of doing business, and that we ensure that we take advantage of the changing environments in the pharmaceutical industry to create more value for our shareholders and for our patients across India. We are committed to reach more patients through our business models and create value to our shareholders.

**Chairman**

Thank you very much, Ms. Shilpa. Before I invite speakers to share their views and to ask any questions that they may have, I would like to announce a few important procedural points. Only those

speakers who have registered in advance with the company would be allowed to speak. The name of each speaker in the order of sequence will be announced by the moderator. Once the moderator announces the name of the speaker, he or she may kindly unmute their mic and switch on their camera while speaking.

In the interest of time, I would kindly request each speaker to limit their speech to a maximum of three minutes each and please to raise only those queries which have not already been raised by other fellow shareholders. If for any technical reason the speaker is unable to communicate the next speaker will be invited to speak. As soon as the technical issue is rectified the earlier speaker would be given their opportunity and his or her name would be announced by the moderator.

Questions of all the speakers will be answered after all speakers have had the opportunity to speak. May I now request the moderator to please announce the first speaker shareholder.

**Moderator**

Thank you. I will be calling the first speaker shareholder, Lekha Shah. Please unmute your audio, switch on the camera and proceed with your question.

**Lekha Shah**

Respected chairman Sir Board of Director and my fellow member. Good morning and regards to everyone. Myself Lekha shah from Mumbai. First of all, I'm very much thankful to our company secretary, Chandni ma'am, especially Anushka ma'am for sending the AGM notice well in time.

I found the AGM notice, I'm delighted to say AGM notice is so beautiful, full of colors, facts and figures in place. And it's really useful with a lot of information. Thank you, Chairman Sir, for explaining us well about the company. Congratulations for excellent

work sir. Sir, I pray to God that 2024 comes with great prosperity for our company.

Thank you, Shilpa Ma'am, for such an informative and wonderful presentation. I hope the company will continue video conference meeting in future. Sir, I would like to ask you questions. My first question is, what is the roadmap for the next two years? My second question is, what is the total number of employees and how many women employees are working in our company? So, I strongly and wholeheartedly support all the resolutions for today's meeting. Thank you so much, sir..

**Moderator**

Thank you for your question. We will now move to the next speaker shareholder 2, Kaushik Shahukar. Please unmute your audio, switch on the camera and proceed with your question.

**Kaushik Shahukar**

Respected sir and distinguished guests, good morning to all. I hope I am audible ma'am. Yes, thank you. It is an honor to stand before this extraordinary gathering today. I extend my heartfelt gratitude to the board for granting me the opportunity to be part of this important event. Why are our Director on Dias and beloved chairman so serious? Sir please maintains a smile. This is not a serious exam. You just relax and enjoy the moment. So, thank you for that its good words also speak so. Today I would like to raise some key questions that are essential in understanding what a company position in all evolving competitive landscape is. How does Novartis maintain a competitive edge in such a dynamic environment? What innovative products has Novartis maintained, introduced or plan to introduce in this increasingly cutthroat world?

I believe that more a company invests in R&D, the stronger it dominates becomes positioning it as a leader in industry. Can we continue to trust the resilience of Novartis business model? And how can the company ensure the shareholders value to be intact?

A while back, an Egyptian was introduced by Dr. Ali Irani from Nanavati. His collaboration with Dr. Vinod Mehta from UK to treat Parkinson's conditions. But it was banned by Government of India. So, could our company complete the study, why such injection was banned and rejected and if possible cannot complete discover and insulin or medicines to help treat dystonia, a condition similar to Parkinson's, which I have unfortunately suffered for the last 30-35 years. This would grant relief to millions of people and give them a more meaningful life. Additionally, does our company manufacture any drugs to treat urinary infection? Before I conclude, I want to express my sincere gratitude to entire secretarial team for including this is Chandni Maru and team for connecting with me and granting me the opportunity to be part of such a memorable event.

Additionally, I request the support from the company in associating with me in the area of certification audit. It will be for 15 CB. I believe CSM is helping the needy at a crucial time when you approach the companies for some help. I'm confident that what is there is a vision and commitment to support those in need. I have been asking for support from our company for last so many years. But it seems my request has not been considered as the management is busy with other important tasks. I am very optimistic this year I will get required justice and I will be engaged with being in certification audit, giving me the opportunity to lead life with dignity and self-respect. I hope I am practical in asking support from company. Ms. Chandni and Mr. Christopher sir. Finally, I propose utilizing the substantial savings from virtual mode of this meeting for the benefit of Speaker shareholders.

This would involve arranging site visits for shareholders or distributing token of appreciation, such as sweets or small gifts to our esteemed shareholder speaker, during Festival. Sir, I request a factor visit for at least the speaker, shareholders, giving us opportunity to view all our factory. Furthermore, I would greatly appreciate the assistance in facilitating the introduction with our

auditor for potential engagement in professional endeavor. Given our professional affiliation, I am confident that such collaboration would prove mutually beneficial for both parties involved. Thank you all for your attention.

**Moderator**

The next speaker shareholder **Rajesh Chainani** is not connected in the meeting.

So moving to the next speaker shareholder no. 4, **H.S. Patel**. Please unmute your audio, switch on the camera and proceed with your question. Speaker shareholder no 4., H.S. Patel is not connected in the meeting.

So moving to the next speaker shareholder no. 5, **Hiranand Kotwani**. Switch on the camera and proceed with your question.

Speaker shareholder no .5 , Hiranand Kotwani, please can you unmute?

So moving to the next speaker shareholder no 6, **Praful Chawla**. Please unmute your audio, switch on the camera and proceed with your question. Speaker shareholder no 6, Praful Chawla is not connected in the meeting.

So moving to the next speaker shareholder no .7, Yusuf Yunus Rangwala. Please unmute your audio, switch on the camera and proceed with your question.

**Yusuf Yunus Rangwala**

Very good morning, sir. First I will thank you MS Chandni Maru for sending me a balance sheet. This was how our company is carrying. Sir today, half an hour of meeting was late. That why people are not present. But she is very hardworking. And she has completed a quorum. This shows how our madam is doing hard work. I salute our madam.

On page number, you can say, page number four. So there are five photos, one day blue color red one is a ladies and some ladies you're given a machine the other or the CSR activity. So what money you're spending on CSR activities this year? I would like to know what money you're spending this year activities point number two dividend you're given it means our company is making profit. Point number three arranges a factory visit so we can enjoy the visit. Point number four Sir when was the last bonus given, many years no bonus when we are accepting bonus from you sir One small request sir send us dry-fruits in Diwali Give me one minute, I want to on my video sir can you see my video? Jai Hind. Thank you.

**Moderator**

We will now move to the next speaker shareholder no. 4, H.S. Patel. Please unmute your audio, switch on the camera and proceed with your question.

**H.S. Patel**

All the time I was ready, I was thinking my number has gone or what. I was crying, in fact, you know. Because it's a very good company, Novartis is doing many good things. And thank you for giving me this opportunity. Ma'am, I have a question. Just a minute, just a minute. Please don't hurry up. I'm a little elderly person, I cannot hurry.

Respected Chairman, Mr. Christopher Snook. Our Sanjay Mudeshwar has no more there. And I think is it Madam Shilpa Joshi who has come in the place? Anyway, welcome on the board, Shilpa Joshi, CFO and Director. Nikhil Malpani, who was there as a company secretary, he is the – he assists me from April onwards. And I think it is Shilpa Joshi or I do not know who has come in the place of her. No, I think it was Chandni Maru. Chandni Maru. Madam Chandni Maru, welcome on the board. At least once in a year we get this AGM and speakers are hardly 15, 20. Make it a



point Chandni to speak to the speaker shareholders. Make it a point. You may be having 2,000, 3,000 shareholders, but at least speakers are hardly 15 or 20. In the whole year, it is only for, once in a year, we shareholders get a chance to speak.

So, and company secretary, it is your duty to relate the shareholders with the board of directors. Leaving management meetings, directors meeting, and their importance should be given to directors, no doubt. Every time importance should be given to directors, they are driving the company's policy.

But at least once in a year, give them a chance to even shareholders, to talk with them on the phone. We feel that you have an air of, we feel that it may not be there, but we feel that the air of arrogance should be removed.

You know, once in a year when this AGM is coming, give shareholders the chance, not only your favorites, all the speaker shareholders who are 10, 15, 20 and that, speak to them, talk to them that you are the new company secretary, with effects from May. It is not good, it is not proper that in the whole year, only when AGM is coming, you're waking up. Christopher Snook, sir, your policies are very good, excellent.

Your running of the company is very good. CSR activity is just tremendous. I simply, first I would like to appreciate our finance officer also, who has given us a very good compiled financial statements along with our company secretary. It is very simple, very comprehensive and everything very, very, you know, we can see everything at a glance, short and sweet and at a glance, you get everything. I have been telling all other companies also to refer to this Novartis annual report and see how simple and how very illustrious it is. Everything can be seen from here.

Sir, your CSR activities have been very good. You have compiled it with TLMT in eradicating the leprosy. Medicines, financial

assistance, everything is you're providing. And you are doing many good things for the more of this leprosy.

Though it is removed, it is not fully completely removed. Especially the nook and corners of the villages. You have given us a dividend of 25/- rupees. It's really worth. Though the finances are not very good this year, even then you have given us 25/- rupees. It is good. Sir, however, the balance sheet reflects that your cash balance and bank balance are fully loaded. That is why you have given us 25/- rupees dividend. So I extend my heartfelt gratitude towards all the employees who have done very hard work and have willingly and actively taken part in the eradication of this leprosy in your CSR work.

I appreciate and I wish the company all the very best. Only thing, whenever you are giving any information in the annual report, company secretary, please see to it that the information is true, especially and complete information as far as your company secretary, the information is concerned. The phone numbers that you have given is impossible to get. This number is not a valid number. Don't play tricks with us. We find that it's a trick which has been played with us. So, please, I request you, you should be easily approachable and available at least at the time of AGM, at least not only to your favorites or not only to the people who are constantly ringing you. I never give a ring in the whole year round. I never trouble, the give me this, give me that. No, I don't, I never trouble. Never in my life. But see to it that when AGM is there because we would like to know the AGM book we are receiving in time.

Some theories are there that you all can solve it if we are ringing up. Give proper treatment to the shareholders also, in analyst meet and in shareholder's meet, though it is written very clearly, company has written that it is investors and share, investors meet and analysts meet. Only, I do not know who the people who are conducting and compiling this are.

**Moderator**

Sorry to interrupt. Ma'am, you're exceeding your time.

Just two minutes, please. Some people who are arranging this meet, analyst meet and investor meet, please see that importance is given to investors. Not only the investor investing houses, big houses, but even to small-time investors, small-time shareholders are also liable, should be able to take part in your, this meet, what you are conducting, investor and analyst meet. All the companies are giving importance only to analysts. Analysts are not investing in the company. It is a shareholder. Please, just a minute, just a minute, Madam Moderator, please see that we are given important staff. Mr. Christopher Snoop, I'm very much thankful to you. Very good job done in your company. All the very best to you. Thank you.

**Moderator**

We will now move to the next speaker shareholder, number eight, O.P. Kejriwal. Please unmute your audio, switch on the camera, and proceed with your question.

**Om Prakash Kejriwal**

Good morning, Sir and everybody attending this AGM. Myself, Om Prakash Kejriwal, your equity shareholder from Kolkata. Thank you, sir, for providing me the platform to speak something before you. Thanks to our Secretarial Department for helping in the session as a speaker shareholder. Especially thanks to Chetna Madam for calling me and taking my know how. Sirji, this is my second AGM only due to virtual. I'm your very old shareholder. If possible, please follow this virtual AGM next year also so that more and more investors from different parts of the world could join our AGM and express their views. Sirji, our India is growing and so our company is also growing. Your hard works for years are giving fruits today. Four years, you people are trying your best to give good performance and now you are giving rupees 25/- as a dividend. Sir, it is high time to unlock our values of shares. You are the cheapest

MNC Pharma Company in the Indian market. So please split our share in the ratio of 5 is to 1 so that more and more investors to join our company and it will work as a mini bonus type, a type of mini bonus for we minority shareholders. And your peers like Dr. Reddy, Sun pharma, Zydus life are also having a face value of rupees one.

So please consider a split. I will not say you to issue bonus shares, but I will insist to split our shares so that value will be unlocked. In CSR work your activity is very good. You are doing a lot of work for society, for our country. Please do something sir for cancer patients. Nowadays there are tremendous patients in cancer. So please do something for cancer patients. It will help, helpful to them. Physical shares, one complaint is in last year, I also mentioned the same complaint. I have physical shares in three folios in my wife's name jointly with me. KYC has been completed in April 23, but we could not get all our unpaid dividends till the date. I tried to reach you by phone, by email, but I got no response. I also sent my shares for DMAT, but they rejected the shares. So I will need your help in both the DMAT and both the unpaid dividends. Factory visit, sir I'm your very old shareholders. My whole family is holding your shares. So please organize a factory visit so that we can see our factory, how it is running. At last, sir, please maintain your smile and be cheerful. We are always with you as a long-term investor. Thank you. Thank you, sir.

**Moderator**

We will now move to the next speaker shareholder, Hiranand Kotwani. Please unmute your audio, switch on the camera and proceed with your question.

**Hiranand Kotwani**

I was waiting from 10.55. There was a hitch and delay some echo. I was witnessing all these things Mr. Christopher's great speech, Shilpa Joshi's presentation, all this 2002 billion, billion to trillion. So,

when third number came, generally my voice gone. And when I again log in, it was the seventh number. So, technical mistake you should check.

Now, coming to the point, now are you audible? Okay, it is a great pleasure to join you. I will not waste time regarding here and there. So many people ask for factory visit. We have no plant, if I am correct. We are manufacturing from others. You are our, please explain, our manufacturing. We are, our demand of the drugs Voveran and Myfortic and other is various sector cardiac and gastro is good. How do we make the goods and where are they made from? How big is the market? There is no growth, company like yours should be have turnover of Rs 10000-12000 crore and make good profit in thousands. We are doing finance related work. Please explain in future we get any benefit or will do some. Please explain about split. In particular Christopher has and one madam said about new business, new model and new value for shareholders, please explains. Enhancing growth and prosperity. Thank you and good luck.

**Moderator**

The next speaker shareholder **Kapil Chopra** is not connected in the meeting,

So moving to the next speaker shareholder Rishikesh Chopra. Please unmute your audio, switch on the camera and proceed with your question.

**Rishikesh Chopra**

Respected Chairman, Namaste to all attendees. I am a retired senior citizen from Delhi, NCR, Kashambi, Ghaziabad and have invested my family funds in companies like yours. I am thankful to the secretary department for giving me the opportunity to speak at this meeting of the company by registering me as a speaker and sending link. Mr. Kapil Chopra is also my family member, so you

can presume he has also attended the meeting. I congratulate the management for good performance of the company under your kind supervision. As most of my related queries have already been covered by the management in their slides, speeches, in the opening remarks, I will not put any other queries at this meeting except the following. What is the promoter's shareholding vis-a-vis other stakeholders? Is there any proposal for diversifying in manufacturing activities of drugs pharmaceuticals? The key brands products like Simulect and Voveran are used often by us. So you kindly advise us whether the companies also supplying generic medicines of these brands, whether your CSR activities includes providing medical assistance to poor persons in cancer area. Last but not the least, I wish the management and all executives and our workforce and my co-shareholder speakers happy days ahead and pray to God for all prosperity in the company. Thank you very much, sir.

**Moderator**

We will now move to the next speaker shareholder, J. Abhishek. Please unmute your audio, switch on the camera and proceed with your question.

**J. Abhishek**

Hello, my name is Abhishek, shareholder of the company. Can you hear me? My name is Abhishek, shareholder of the company. My DPID, can you hear me and see me, sir? Sir, your audio is not clear.

Now it should be clear, madam. Now it should be clear.

I will talk about other devices. I am Abhishek, shareholder of the company. My DPID, I am the CEO and the assistant of the client. It is 4135, 945, and it's accessible. I am the head of the IT department and I'm the chief of annual general project So, we cannot hear you properly.

So, you're not audible not clear.

Can you mute your video?

**Moderator**

Moving to the next speaker shareholder, Dinesh Bhatia. Please unmute your audio, switch on the camera and proceed with your question.

So please unmute.

The next speaker shareholder, Snigdha Kundu, is not connected in the meeting, so we have called upon the entire speaker shareholders who have registered to ask a question. I will now hand over the proceeding to the chairman to respond the question. Over to you, sir.

**Chairman**

Thank you very much to everyone to your kind contributions, comments, and also your questions. As we explained at the outset, we will take all of those questions together, and myself and Shilpa Joshi will endeavor to answer those questions as thoroughly as we can.

Let me start first of all with a question which came towards the end. We were asked what is the promoter shareholding in Novartis India Limited compared to other shareholders and I can confirm that the promoter Novartis AG is holding 17,450,000 to 70.68%.

One of our shareholders requested the possibility or the feasibility of a factory visit in India. We should point out that Novartis India Limited has no manufacturing facility in India. We do our sourcing through principle to principle arrangements with a number of companies throughout India who subscribe to the high standards that Novartis ordinarily insists upon. We ask that they deliver quality products at reasonable cost. And around 59% of total sales are

manufactured within nine manufacturing sites in India, but these are third-party manufacturing sites not belonging to Novartis.

Let me ask Shilpa Joshi to answer a few questions as well, please.

**Shilpa Joshi**

**Sorry I was muted,** Thanks Chris for pointing that out and thank you so much to all shareholders once again to comment for your comment suggestions and we appreciate that and I will make my full endeavor to answer all your questions as soon as possible. So I have noted down all the questions and I have bucketed them together so that we can address them to the best of our abilities. And also, I want to put myself in the interest of time and for the shareholder's benefit.

So there was one question around on how many employees that Novartis India Limited has and how many women employees are there. So we have a total of 62 employees and out of that there are 10 women employees.

Also, there were there were multiple questions on the roadmap for the next two years and what is the business model and how company will benefit the shareholders. Also on how does the Novartis will maintain competitive edge and on the new business model. So a lot of it I have already covered into my presentation. I would also like to say that we do not make any forward looking statement. However, here again we would like to reiterate that the combined approach of our focus on collaboration and different business model on ensuring wider access to our medicines and operations efficiencies has resulted us in improving operating margins over the last few years. We also continue to look innovative business model for the best appropriation of resources such that the same can be deployed in an efficient manner, which caters to our customers' special needs, and also operationally economical to stay competitive in the business. Looking for the competitive



advancement is an ongoing process to the opportunities that come our way to maximize the shareholders' values.

Now, coming on investor meet. So all necessary disclosures as required under, say, under SEBI LODR regulations are made to the shareholders from time to time. As and when if there are any material developments even those are disclosed to the stakeholders as per the materiality policy of the company. The website of the company contains all adequate details to give proper information to the shareholders and visitors on the website.

There was a question around on the possibility of bonus shares. So let me humbly say here that all such decisions are considered by the board in the best interest of all the company shareholders and the company as a whole.

Now our company does not manufacture any medicines for on the on the renal therapeutic area. So we have some products on oncology segments and FEMA, RAS, LIWX and Center Sentinel R. For the further details, please refer to our annual page report 40 for the therapeutic areas and the products. Now may I hand over to Chandni for some of the secretarial related questions?

**Chandni Maru**

So in relation to the secretarial questions that I have received for the physical shares, so I'll take care of it and I'll check on that register so that we'll have the DMAT request being processed at the earliest. That was one and also we'll try to, the next question was regarding maximum speaker shareholders to be addressed. So that also will take care in the coming AGMs. thank you.

**Chairman**

There are a couple final questions from my side. One of our speaker shareholders inquired what is the amount that is being spent by NIL, Novartis India Limited, on CSR activities. As you know, each

company in India is expected to contribute 2% of its prior three years' average net profits towards CSR activities in India, and in the case of NIL, this amounts to Indian rupees 10 million.

A question earlier was asked about when the last bonus was given by the company and when was the next expected bonus we have to say that before the board right now. So for that, we hope that answers that question.

I was also a little perplexed and concerned to hear from two of our speaker shareholders about the difficulties that you seem to be encountering in contacting us both by email and by telephone. You have my assurance that we will look into that to understand and to establish why that might be the case. And in the meantime, I'd like to offer our apologies for the fact that some of you are experiencing difficulties in getting through to us.

I think that covers the questions that you raised. I hope so. So I'd like to thank Shilpa and her team for providing us with the answers to as many questions that you have raised today during the course of this meeting. And thank you all shareholders for both your patience and your support. It was clear that there were a number of technical difficulties, and I hope that that has not detracted from your participation and your enjoyment of this meeting. We hope that we've been able to satisfactorily answer your questions, but however, should you have any further questions after today's meeting, or if you would like any further clarification, please write to the investor email ID of the company and our team shall respond to you.

We have five resolutions for approval at this Annual General Meeting. As per the notice of the Annual General Meeting dated June the 28, 2024, which was sent to all shareholders on July the 5, 2024. So I would like to invite members to kindly cast their vote. If resolutions. Members may please note that those who have not yet cast their vote earlier may cast their vote now. The NSDL e-

voting platform will be open and available to you for another 15 minutes.

Mr. S. N. Viswanathan, or failing him Ms. Malti Kumar of S. N. Anantha subramanian & Co. company secretaries have been appointed as scrutinizers to scrutinize the e-voting during both the e-voting period prior to today's meeting and during the e-voting which is taking place now at today's Annual General Meeting and they will ensure that the process is conducted in a fair and transparent manner.

Results of the voting will be announced not later than two working days from the conclusion of this Annual General Meeting and the same will be placed on the websites of the company, Bombay Stock Exchange Limited and also NSDL e-voting.

I sincerely thank each shareholder for all your comments, support and patience, in successfully conducting this virtual Annual General Meeting of the Company .I wish you all a very safe and healthy rest of this year. I'd also like to thank each of my fellow directors for their active participation and support during the course of the year.

And finally, I'd like to thank each member of the organizing team for ensuring a successful virtual meeting. With apologies once again for the technical difficulties that we experienced at the outset, thankfully we were able to resolve those and to conduct and to conclude the meeting successfully and so with that and with your permission all the directors and I will now log out. The company secretarial team will be online for some more time until the e-voting concludes.

There being no other business the meeting shall be deemed as concluded with the last vote. I thank you once again.