

August 16, 2021

BSE Limited Corporate Relationship Department, Phiroze Jeejeebhoy Towers, 25 th Floor, Dalal Street, Fort, Mumbai - 400 001	National Stock Exchange of India Limited Exchange Plaza, Plot No. C/1, Block G, Bandra - Kurla Complex Bandra (East), Mumbai – 400 051
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Dear Sir/Madam,

Sub: Shareholders Communication - Deduction of tax at source on dividend

Scrip Code: BSE - 532927
NSE – ECLERX

In terms of the provisions of the Income-tax Act, 1961, ("the Act") as amended by the Finance Act, 2020, dividend paid or distributed by a Company on or after April 1, 2020 shall be taxable in the hands of the shareholders. The Company shall therefore be required to deduct tax at source at the time of payment of the final dividend of Re. 1/- per equity share as recommended by the Board of Directors at its meeting held on June 10, 2021, if approved, at the ensuing 21st Annual General Meeting.

In this regard, please find attached communication to shareholders regarding deduction of tax at source on dividend which is being sent to those shareholders whose email IDs are registered with the Company or Depositories.

The said communication is also available on the website of the Company viz. www.eclerx.com.

This is for your information and records.

Thanking you,

Yours faithfully
For eClerx Services Limited



Pratik Bhanushali
Company Secretary & Compliance Officer
F8538

Encl: As above



August 16, 2021

Dear Shareholder,

Subject: Deduction of tax at source on dividend

The final dividend of Re. 1/- per equity share as recommended by the Board at its meeting held on June 10, 2021, if approved at the ensuing 21st Annual General Meeting, will be paid to the shareholders whose names are registered in the Register of Members of the Company as on Thursday, September 16, 2021 in case of shares held in physical form. In case of shares held in dematerialized form, the dividend thereon shall be paid to the Beneficial Owners as at the end of the business on Thursday, September 16, 2021, as per lists to be provided by the Depositories for the said purpose.

As you may be aware, in terms of the provisions of the Income-tax Act, 1961, ("the Act") as amended by the Finance Act, 2020, dividend paid or distributed by a Company on or after April 1, 2020 shall be taxable in the hands of the shareholders. The Company shall therefore be required to deduct tax at source at the time of payment of the above referred dividend.

All the shareholders are requested to ensure that their details with reference to valid Permanent Account Number ("PAN"), residential status as per the Act i.e. Resident or Non-Resident, category of their account as per PAN, email/postal address including Bank Account details, etc., as applicable, are complete and updated in their account maintained with Depository Participant (in case of shares are held in dematerialized form) or with RTA (in case of shares are held in physical form).

In this regard, kindly note the following:

A. Fora resident shareholders: Tax will be deducted at source ("TDS") under Section 194 of the Act @ 10% on the amount of dividend payable unless exempt under any of the provisions of the Act. However, in case of resident individuals, TDS would not apply if the aggregate of total dividend paid/payable to them by the Company during FY 2021-22 does not exceed Rs. 5,000. Tax deduction will be subject to the below requirements:

Where, the Permanent Account Number (PAN) is available and such PAN is valid/operative as per the provisions of the Act:

In accordance with Section 194 of the Act, tax shall be deducted at source from the dividend amount at rate of 10% where shareholders have registered their valid PAN and at rate of 20% for cases where the shareholders do not have PAN/have not registered their valid PAN. Further, where Aadhar is not linked with PAN, the PAN shall be treated as invalid in accordance with the proviso to Section 139AA(2) of the Act and TDS shall get attracted accordingly.

The TDS will be deducted unless exempt under the provisions of the Act and subject to furnishing of following self-certified documents:

- i. **Insurance companies:** Documentary evidence that the provisions of Section 194 of the Act are not applicable to them (self-attested by the competent authority with affixed stamp);

- ii. **Mutual Funds:** Documentary evidence (self-attested registration certificate) to prove that the mutual fund is a mutual fund specified under clause (23D) of Section 10 of the Act;
- iii. **Alternative Investment Fund (AIF)** established in India: Self - declaration that its dividend income is not chargeable under the head 'Profit and Gains of Business or Profession' and exempt under Section 10(23FBA) of the Act and they are established as Category I or Category II AIF under the SEBI Regulations along with self-attested copy of registration documents.
- iv. **Entities Exempt under Section 10 of the Act:** In case of resident non-individual shareholders, if the income is exempt under the Act, the authorized signatory shall submit the self-declaration duly signed with stamp affixed for the purpose of claiming exemption from tax deduction at source;
- v. **Corporation established by or under a Central Act** which is, under any law for the time being in force, exempt from income- tax on its income - Documentary evidence that the person is covered under Section 196 of the Act;
- vi. **Form 15G/15H in the case of eligible Resident shareholders:** No tax shall be deducted in the case of a resident shareholder if the shareholder provides duly signed Form 15G (applicable to any person other than a Company or a Firm) or Form 15H (applicable to an individual above the age of 60 years), provided that all the prescribed eligibility conditions are met (declaration form is annexed in the below link).

Blank Form in respect of above stated Self declaration may be downloaded from the website of the Registrar and Transfer Agent viz. KFin Technologies Private Limited ("RTA") at <https://ris.kfintech.com/form15>

Where a shareholder furnishes lower/nil withholding tax certificate under Section 197, TDS will be deducted as per the rates prescribed in such certificate.

B. For Non-Resident Shareholders:

- I. Tax is required to be withheld in accordance with the provisions of Section 195 of the Act at applicable rates in force. As per the provisions of the Act, the tax shall be withheld @ 20% (plus surcharge and cess, as applicable) on the amount of dividend payable.
- II. As per Section 90 of the Act, a non-resident shareholder has an option to be governed by the provisions of the Double Taxation Avoidance Agreement (DTAA) between India and the country of tax residence of the shareholder, if such DTAA provisions are more beneficial to such shareholder. To avail the DTAA benefits, the non-resident shareholder will have to compulsorily provide the following documents:
 - a. Copy of Permanent Account Number (PAN), if available.
 - b. Self-attested copy of Tax Residency Certificate (TRC) issued by the tax authorities of the country of which shareholder is tax resident, evidencing and certifying shareholder's tax residency status during FY 2021-22.
 - c. Completed and duly signed Self-Declaration in Form 10F;
 - d. Self-declaration of having no taxable presence, fixed based or permanent establishment in India in accordance with the applicable Tax Treaty and Beneficial ownership by the non-resident shareholder.

The format of the documents referred to in point no. (c) and (d) above can be downloaded from the website of the RTA viz. <https://ris.kfintech.com/form15>

The Company will apply its sole discretion and is not obligated to apply the beneficial DTAA rates for tax deduction on dividend payable to shareholders. Application of beneficial DTAA rate shall depend upon the completeness and satisfactory review by the Company of the documents submitted by the Non- Resident shareholders.

- III. Notwithstanding the above, tax shall be deducted at source/withholding tax @20% (plus applicable surcharge and cess) on dividend paid to Foreign Institutional Investors ("FII") and Foreign Portfolio Investors ("FPI"). Such TDS/withholding tax rate shall not be reduced on account of the application of the lower DTAA rate, if any.
- IV. Where a shareholder (other than FII and FPI as covered in Para B(III) above) of the Act furnishes valid lower/nil withholding tax certificate under Section 197 of the Act, TDS will be deducted as per the rates prescribed in such certificate.

C. For all Shareholders:

Special provision for deduction of tax at source for non-filers of income-tax return applicable from July 1, 2021 (Section 206AB of the Act)

In case dividend amount is paid or payable to a specified person, the tax shall be deducted at the higher of the following rates: -

- i. at twice the rate specified in the relevant provision of the Act; or
- ii. at twice the rate or rates in force; or
- iii. at the rate of five per cent.

The term "specified person" means a person who has:

- i. not filed the returns of income for both of the two previous years immediately prior to the previous year in which tax is required to be deducted and the time limit of filing return of income under sub-section (1) of Section 139 has expired; and
- ii. the aggregate of tax deducted at source and tax collected at source in his case is Rs. 50,000/- or more in each of these two previous years.

Further if the provisions of Section 206AA is applicable to a specified person, in addition to the provision of this Section (i.e. the person has neither obtained PAN nor filed return of income), the tax shall be deducted at higher of the two rates provided in this Section and in Section 206AA.

Please note that the specified person shall not include a non-resident who does not have a permanent establishment in India.

At the time of deduction of Tax, the Company will verify if the person fulfills the conditions of being a specified person, using the new functionality introduced by the Income Tax Department in this respect. Till the time the functionality is fully implemented, we request our shareholders to inform us in case they fall under the definition of 'specified person' through a signed declaration. The Company

reserves its right to recover any demand raised subsequently on the Company for not informing the Company or providing wrong information about applicability of Section 206AB in your case.

The shareholders are requested to upload the aforementioned documents latest by 5 PM, Thursday, September 16, 2021 on the website of the RTA at <https://ris.kfintech.com/form15/> and also email them at einward.ris@kfintech.com in order to enable the Company to determine and deduct appropriate TDS/withholding tax rate. No communication on the tax determination/deduction shall be entertained post Thursday, September 16, 2021.

Documents received by post or from registered email ID will only be accepted. In case of joint shareholders, the shareholder named first in the Register of Members is required to furnish the requisite documents for claiming any applicable beneficial tax rate.

Shareholders may note that in case the tax on said dividend is deducted at a higher rate in absence of receipt of the aforementioned details/documents from you, option is available to you to file the return of income as per Act and claim for a credit/appropriate refund, if eligible. No claim shall lie against the Company for such taxes deducted. Shareholders, whose valid PAN is updated, will be able to see the credit of TDS in Form 26AS, which can be downloaded from their e-filing account at <https://www.incometax.gov.in/iec/foportal/>

Above communication on TDS only sets out the provisions of law in a summarized manner and does not purport to be a complete analysis or listing of all potential tax consequences.

The Company shall not be liable to entertain any request from such shareholder and the requisite steps will have to be taken by the shareholder at his/her end in consultation with the Tax Advisor.

We seek your co-operation in the matter.

Yours faithfully,

For **eClerx Services Limited**

Pratik Bhanushali

Company Secretary & Compliance Officer

F8538

[Click here](#) Click here to download - 15H

[Click here](#) Click here to download - 15G

[Click here](#) Click here to download - 10F

[Click here](#) Click here to download - NON-RESIDENT-TAX-DECLARATION

[Click here](#) Click here to download - DECLARATION-UNDER- RULE-37BC

[Click here](#) Click here to download - RESIDENT-TAX-DECLARATION