

## **Common and simplified norms for Investor Service Requests**

***(For the kind attention of holders of shares in physical form)***

SEBI vide Circular [SEBI/HO/MIRSD/MIRSD/RTAMB/P/CIR/2021/655](#) dated November 3, 2021, read with Circular dated December 14, 2021 has prescribed common and simplified norms for processing investor's service requests by RTA'S relating to update of PAN, KYC details, Nomination, etc.

**All holders of physical securities of the Company are mandatorily required to furnish** the following documents / details to the RTA i.e. KFin Technologies Private Limited (KFin):






- a. PAN
- b. Nomination
- c. Contact Details
- d. Bank Account details
- e. Specimen Signature

- ✚ Investors shall submit **form ISR-1** to KFin for updating PAN and other KYC details, it shall be mandatory to provide PAN of all the holders, contact details, viz., complete postal address with pin code, mobile number, e-mail address and Bank account details viz., bank name & branch, account number and IFSC Code. These shall be validated by the RTA through the mobile and e-mail address furnished.
- ✚ Change in specimen signature shall be in **Form ISR-2** duly attested as specified in the Form.
- ✚ Investors shall continue to use form SH-13 and SH-14 for declaration of nomination and change in nomination respectively. However, in case investor wants to opt-out of nomination, **form ISR-3** shall be filed.
- ✚ If the above information is not furnished, folios containing incomplete details as on April 1, 2023 would be frozen.No service requests would be processed in respect of such frozen folios unless and until the specified information have been furnished. Also, payment of dividend would be only through electronic mode for which intimation would be furnished.
- ✚ Frozen folios would be reverted to normal status by RTA only if the prescribed information has been furnished or the entire shares under the folio has been dematerialized.If such folios continue to remain frozen as on December 31, 2025 the same would be referred to concerned authorities under the provisions of Benami Transactions (Prohibition) Act, 1988/Prevention of Money Laundering Act, 2002.

In case PAN has not been linked to Aadhar as on March 31, 2022 or extended date if any, specified by the Income Tax Authorities the related folios shall also be frozen.

**The above changes are effective from January 1, 2022.**

The relevant Forms are appended which may be downloaded and used for the connected purposes.

Form	Description	Download
Form ISR-1	Request For Registering Pan, KYC Details Or Changes / Updation Thereof	 Form ISR-1.pdf <hr/> <a href="#">Download</a>
Form ISR-2	Confirmation of Signature of securities holder by the Banker	 Form ISR-2.pdf <hr/> <a href="#">Download</a>
Form ISR-3	Declaration Form for Opting-out of Nomination by holders of physical securities in Listed Companies	 Form ISR-3.pdf <hr/> <a href="#">Download</a>
Form SH-13	Nomination Form	 Form SH-13.pdf <hr/> <a href="#">Download</a>
Form SH-14	Cancellation or Variation of Nomination	 Form SH-14.pdf <hr/> <a href="#">Download</a>

For any clarification, please get in touch with our RTA:

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