

## **SHAREHOLDERS' REFERENCER**

### **1. DEALING IN SECURITIES**

#### **1.1 What are the types of accounts for dealing in securities in demat form?**

**Beneficial Owner Account (B.O. Account) / Demat Account:** An account opened with a Depository Participant (DP) in the name of investor for holding and transferring securities.

**Trading Account:** An account opened by the broker in the name of the investor for buying and selling of securities.

**Bank Account:** A bank account opened in the name of the investor 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?**

To give delivery of the securities, the beneficial owner has to fill in a form called Delivery Instruction Slip (DIS). DIS may be compared to 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.
- ) If the account is a joint account, all the joint holders have to sign the instruction slips. 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 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.

#### **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 using the internet trading platform offered by the trading member viz., the broker. The orders so placed by the investor using internet would be routed through the trading member.

#### **1.4 What precautions an online investor must take?**

Investor trading online must take the following precautions:

- ) Default password provided by the broker must be changed before placing the order.
- ) The password should not be shared with others and password must be changed at periodic intervals.

- )] Proper understanding of the manner in which the online trading software has to be operated.
- )] Adequate training on usage of software.
- )] The online trading system has facility for order and trade confirmation after placing the orders.

**1.5 What are the other safety measures an online client must observe?**

- )] Avoid placing order 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 cafes.
- )] Do not leave the terminal unattended while "signed-in" on the trading system.
- )] Protect your personal computer against viruses by placing a firewall and an anti-virus solution.
- )] Do not open email attachments from people you do not know.

**1.6 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".
- )] 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 on 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.
- )] Scrutinize minutely both the transaction and the holding statements that you receive from your DP.
- )] Keep copies of all your investment documentation.
- )] Handle DIS Book issued by DP's carefully.
- )] Insist that the DIS numbers are pre-printed and your account number (client id) be pre-stamped.
- )] 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 and vote in general meetings either personally or through proxy.
- ) Be aware of your rights and responsibilities.
- ) In case of complaints, approach the right authorities for redressal in a timely manner.

## **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 investment.
- ) 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.

## **1.7 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/or sold quantity, price, brokerage, service 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.

## **1.9 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:

- ) National Electronic Clearing Services (NECS)
- ) National Electronic Fund Transfer (NEFT )
- ) Direct Credit to shareholders' account by bank
- ) Physical dispatch of Dividend Warrant

## **2.2 What is payment of dividend through NECS Facility and how does it operate?**

NECS facility is a centralised version of ECS facility. The NECS system takes advantage of the centralised accounting system in banks. Accordingly, the account of a bank that is submitting or receiving payment instructions is debited or credited centrally at Mumbai. The branches participating in NECS can, however, be located anywhere across the length and breadth of the country.

## **2.3 What are the benefits of NECS (payment through electronic facilities)?**

Some of the major benefits are:

- ) Investor need not make frequent visits to his bank for depositing the physical paper instruments.
- ) Prompt credit is given to the bank account of the investor through electronic clearing.
- ) Fraudulent encashment of warrants is avoided.
- ) Exposure to delays / loss in postal service are avoided.
- ) Issue of duplicate warrants is avoided as there can be no loss in transit of warrants.

## **2.4 How to avail of NECS Facility?**

Investors holding shares in physical form may send their NECS Mandate Form, duly filled in, to the Company's R&TA. The Form may be downloaded from the Company's website [www.coxandkings.com](http://www.coxandkings.com) under the section "Investor Relations".

However, if shares are held in dematerialised form, NECS mandate has to be sent to the concerned DP directly, in the format prescribed by the DP.

Investors must note that NECS 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 the new bank account number allotted by the banks post implementation of CBS, along with a copy of cheque pertaining to the concerned account:

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

## **2.5 Can investors opt out of NECS 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.

## **2.6 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 91 designated centres where

payment can be handled through ECS. To facilitate payment through NEFT, the shareholder is required to ensure that the bank branch where his/her account is operated, is under CBS and also records the particulars of the new bank account with the DP with whom the demat account is maintained.

## **2.7 What is payment of dividend through Direct Credit and how does it operate?**

The Company will be appointing a bank as its Dividend banker for distribution of dividend. The said banker will carry 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 and / or registered with the Company's R&TA prior to the payment of dividend for shares held in physical form.

## **2.8 What should a shareholder do in case of non-receipt of dividend?**

Shareholders may write to the Company's R&TA, furnishing the particulars of the dividend not received, and quoting the folio number /DPID and Client ID particulars (in case of dematerialised shares). On expiry of the validity period, if the dividend warrant is still shown as unpaid in the records of the Company, duplicate warrant will be issued. The R&TA would request the concerned shareholder to execute an indemnity before issuing the duplicate warrant.

No duplicate warrants will be issued against those shares wherein a 'stop transfer indicator' has been instituted either by virtue of a complaint or by law, unless the procedure for releasing the same has been completed.

## **2.9 Why do the shareholders have to wait till the expiry of the validity period of the original warrant for issue of duplicate warrant?**

Since the dividend warrants are payable at par at several centres across the country, banks do not accept 'stop payment' instructions. Hence, shareholders have to wait till the expiry of the validity of the original warrant for issue of duplicate warrant. Validity of Dividend warrant is three months from the date of issue of the warrant.

## **2.10 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.

## **2.11 What are the Statutory provisions governing unpaid dividend?**

As per the Companies Act, 2013, dividend which remains unpaid or unclaimed for a period of seven years shall be transferred to the Investor Education and Protection Fund (IEPF).

Further, all shares in respect of which unpaid or unclaimed dividend has been transferred to IEPF shall also be transferred by the Company in the name of IEPF.

The shareholders, whose amounts and shares have been transferred to IEPF, shall be entitled to get refund of the dividend and claim the transfer of shares from IEPF after complying with the prescribed procedure under the Companies Act, 2013.

### **2.12 Where can the status of unclaimed dividend not transferred to IEPF account be verified?**

The Company has uploaded the details of unpaid and unclaimed amounts lying with the Company on the website of the Company ([www.coxandkings.com](http://www.coxandkings.com)), as also on the Ministry of Corporate Affairs website which can be accessed by the shareholders.

## **3. DEMATERIALISATION/ REMATERIALISATION OF SHARES**

### **3.1 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.

### **3.2 Why dematerialise shares? Is Trading Compulsory in Demat Form?**

SEBI has notified various companies whose shares shall be traded in demat form only. By virtue of such notification, the shares of the Company are also subject to compulsory trading only in demat form on the Stock Exchanges.

### **3.3 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 non cash 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

### **3.4 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.

**3.5 Can shares held jointly in physical form be dematerialised, if the sequence of names mentioned in certificate differs from sequence of names as per beneficiary account?**

Depositories provide "Transposition cum Demat facility" to help joint holders to dematerialise securities in different sequence of names. For this purpose, DRF and Transposition Form should be submitted to the DP.

**3.6 What is SMS alert facility?**

NSDL and CDSL have launched 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. Alerts for debits are sent, if the debits (transfers) are up to five ISINs in a day. In case debits (transfers) are for more than five ISINs, alerts are sent with a message that debits for more than five ISINs have taken place and that the investor can check the details with the DP.

**3.7 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.

**3.8 What is rematerialisation of shares?**

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

**3.9 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 requests.
- ) 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.

**3.10 Open Demat Account and Dematerialise your shares**

Investors should convert their physical holdings of securities into demat holdings to reap the benefits of dematerialisation.

**3.11 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.

### **3.12 Register for SMS alert facility**

Investors should register their mobile numbers with DPs for SMS alert facility. National Securities Depository Limited and Central Depository Services (India) Limited 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.

## **4. NOMINATION FACILITY**

### **4.1 What is nomination facility and to whom is it more useful?**

Section 72 of the Companies Act, 2013 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.

### **4.2 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 Companies Act, 2013 to the Company's R&TA. The said forms may be downloaded from the Company's website, [www.coxandkings.com](http://www.coxandkings.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.

### **4.3 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(s) can, however, be appointed as a nominee.

### **4.4 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.

### **4.5 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.



#### **4.6 Is nomination form required to be witnessed?**

A nomination form must be witnessed.

#### **4.7 What rights are conferred on the nominee and how can he exercise the same?**

As per the provisions of Section 72 of the Companies Act, 2013, 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.

#### **4.8 Submit Nomination Form**

Investors should register their nominations 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. Investors must ensure that nomination made is in the prescribed Form and must be witnessed in order to be effective. The Form may be downloaded from the Company's website [www.coxandkings.com](http://www.coxandkings.com) under the section "Investor Relations".

### **5. TRANSFER / TRANSMISSION / TRANSPOSITION / DUPLICATE CERTIFICATES ETC.**

#### **5.1 What is the procedure for transfer of shares in favour of transferee(s)?**

Transferee(s) need to send share certificate(s) along with share transfer deed in the prescribed Form SH-4 as per Companies Act, 2013, duly filled in, executed and share transfer stamps affixed, to the Company's R&TA. It takes about 3 working days for the Company's R&TA to process the transfer from the date of lodgement, although the statutory time limit fixed for completing a transfer is 15 days under the Listing Agreement and one month under the Companies Act, 2013.

#### **5.2 Is submission of Permanent Account Number (PAN) mandatory for transfer / transmission / transposition of shares in physical form?**

SEBI has made it mandatory to furnish a copy of the PAN to the Company / R&TA in the following cases, viz., (a) for securities market transactions and off-market transactions involving transfer of shares in physical form; (b) Deletion of name of the deceased holder(s), where the shares are held in the name of two or more shareholders; (c) Transmission of shares to legal heir(s), where deceased shareholder was the sole holder of the shares; and (d) 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.

#### **5.3 What should transferee (purchaser) do in case transfer form is returned with objections?**

Transferee 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.

**5.4 Can single holding of shares be converted into joint holdings or joint holdings into single holding? If yes, what is the procedure involved in doing the same?**

Yes, conversion of single holding into joint holdings or joint holdings into single holding or transfer within the family members leads to a change in the pattern of ownership, and therefore, the procedure for a normal transfer as mentioned above needs to be followed.

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

The procedure for registration of shares gifted (held in physical form) is same as the procedure for a normal transfer. The stamp duty payable for registration of gifted shares would be @ 25 paise for every Rs. 100 or part thereof, of the market value of the shares prevailing as on the date of the document, if any, conveying the gift or the date of execution of the transfer deed, whichever is higher. In case the shares held in demat form are gifted no stamp duty is payable.

**5.6 What is the procedure for getting physical shares transferred in the name of nominee, in case single holding?**

The nominee will have to submit the below mentioned documents:

- ) 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

**5.7 What is the procedure for getting physical shares in the name of legal heir(s), in case of single holding and nomination is not registered, in the event of death of sole shareholder?**

If the value of shares of the company as on the date of application is up to Rs. 2,00,000, the legal heir(s) should submit the following documents along with a request letter, transmission form, attested copy of the death certificate of the deceased shareholder and the share certificate(s) in original, affidavit from all legal heirs made on appropriate non judicial stamp paper to the effect of identification and claim of legal ownership to the securities, to the Company's R&TA for transmission of the shares in his / their name(s):

- ) Succession certificate (or) Probate of will (or) Letter of Administration (or) Court decree.
- ) In absence of above mentioned succession certificate or Probate
  - a. No Objection certificate (NOC) from all the legal heir(s) executed by all the legal heirs of the deceased holder not objecting to such transmission (or) copy of Family Settlement duly notarized
  - b. An indemnity bond made on appropriate non judicial stamp paper indemnifying the STA/Issuer Company.

If the value of shares of the company as on the date of application is more than Rs. 2,00,000, the legal heir(s) should submit the following documents along with a request letter, transmission form, attested copy of the death certificate of the deceased shareholder and the share certificate(s) in original, to the Company's R&TA for transmission of the shares in his / their name(s) :

- ) Succession certificate (or) Probate of will (or) Letter of Administration (or) Court decree.

**5.8 What is the procedure for getting demat shares in the name of legal heir(s), in case of single holding and nomination is not registered, in the event of death of sole shareholder?**

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

**5.9 How can the change in order of names (i.e. transposition) be effected?**

Share certificates along with a request letter duly signed by all the joint holders 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, requests 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 the names.

**5.10 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 a 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.

**5.11 What is the procedure to get the share certificates issued in various denominations consolidated into a single certificate?**

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

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

**6. UNCLAIMED SHARES**

**6.1 What are the Regulatory provisions and procedure governing unclaimed shares lying in physical form with the Company or its R&TA ?**

As per Clause 5A of the Listing Agreement with the Stock Exchanges:

- ) Shares issued in dematerialised form pursuant to a public issue or any other issue, which remain unclaimed and are lying in the escrow account, shall be credited to unclaimed shares suspense account in demat form, opened by the Company with one of the depository participants, for this purpose.
- ) Shares issued in physical form pursuant to a public issue or any other issue, which remain unclaimed, the Company, after complying with the procedure prescribed therein, shall transfer all such unclaimed shares into one folio in the name of "Unclaimed Suspense Account" and shall dematerialise such shares with one of the depository participants.

**6.2 What is the status of compliance by the Company with regard to these provisions?**

In terms of Clause 5A of the Listing Agreement, details relating to unclaimed shares lying in the suspense account at the beginning of the year, number of shareholders who had approached the Company claiming for the unclaimed shares, number of shareholders, to whom the said unclaimed shares were transferred from the suspense accounts during the year and the aggregate number of shareholders along with number of unclaimed shares lying in the suspense account at the end of the year, have been set out under Para "Equity Shares in Suspense Account" in the Corporate Governance Report.

As per Section 124(6) of the Companies Act, 2013, all shares in respect of which unpaid or unclaimed dividend has been transferred to IEPF shall also be transferred by the company in the name of IEPF. However, the shares can be claimed by the investor after following the prescribed procedure under the Act.

**7. INVESTOR SERVICING AND GRIEVANCE REDRESSAL - EXTERNAL AGENCIES**

**7.1 Ministry of Corporate Affairs**

Ministry of Corporate Affairs (MCA) e-Governance initiative christened as "MCA 21" on the MCA portal ([www.mca.gov.in](http://www.mca.gov.in)): One of the key benefits of this initiative includes timely redressal of investor grievances. MCA 21 system accepts complaints under the eForm 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.

## **7.2 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 available on the SEBI website ([www.sebi.gov.in](http://www.sebi.gov.in)) under the Investor Guidance Section.

## **7.3 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 and online viewing by investors of actions taken on the complaint and its current status.

All companies against whom complaints are pending on SCORES, will have to take necessary steps within 4 days of receipt of complaint through SCORES and resolve the complaint within 30 days of receipt of complaint and also keep the complainant duly informed of the action taken.

SEBI has issued guidance to general public about effective ways to redress their grievances. The guidance 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.

## **7.4 Stock Exchanges**

National Stock Exchange of India Limited (NSE) - NSE has formed an Investor Grievance Cell (IGC) to redress investors' grievances electronically. The investors have to log on to the website of NSE i.e. [www.nseindia.com](http://www.nseindia.com) and go to the link "Investors Service".

BSE Limited (BSE) - BSE provides an opportunity to the investors to file their complaints electronically through its website [www.bseindia.com](http://www.bseindia.com) under the "Investor Grievances".

## **7.5 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 logging on to [www.nsdl.co.in](http://www.nsdl.co.in) under the "Investors" section or an email can be marked mentioning the query to [relations@nsdl.co.in](mailto:relations@nsdl.co.in).

Central Depository Services (India) Limited (CDSL) - Investors who wish to seek general information on depository services may mail their queries to [investors@cdslindia.com](mailto:investors@cdslindia.com). With respect to the complaints / grievances of the demat account holders relating to the services of the DP, mails may be addressed to [complaints@cdslindia.com](mailto:complaints@cdslindia.com)

## **8. MISCELLANEOUS**

### **8.1 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 new address along with Pin Code, to the Company's R&TA. Shareholders are also requested to quote their folio number and furnish proof of address such as attested copies of Ration Card / PAN Card / Passport / Latest Electricity or Telephone Bill / Lease Agreement, Aadhaar Card, etc. If shares are held in dematerialised form, information about change in address needs to be sent to the DP concerned.

### **8.2 What is the procedure for registering change of name of shareholders?**

Shareholders 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 like 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.

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

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 shareholders concerned about the registration number of the same. Whenever a transaction is done by the Power of Attorney holder, this registration number should be quoted in the communication.

### **8.4 Permanent Account Number (PAN)**

It has become mandatory to quote PAN before entering into any transaction in the securities market. The Income Tax Department of India has highlighted the importance of PAN on its website: [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) wherein lot of queries with respect to PAN have been replied to in the FAQ section.

### **8.5 Insider Trading**

The Securities and Exchange Board of India vide its Notification dated January 15, 2015 has notified The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015 (New Regulations). The New Regulations will come into effect from May 15, 2015 and The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 1992 shall stand repealed from that date. Under the New Regulations, the requirements of initial disclosures are applicable to promoter, key managerial personnel and director of a company and requirements of continual disclosures are applicable to promoter, employee and director of a company.

## **8.6 Takeover Regulations**

SEBI (Substantial Acquisition of Shares and Takeovers) Regulations, 2011 cast obligation on the investor (acquirer) to make disclosure w.r.t. acquisition and disposal of shares. The relevant provisions as contained in the Regulations 29 (1), (2) and (3) are given below:

### **8.6.1 Disclosure of acquisition**

Any acquirer who acquires shares (including convertible securities) or voting rights in a target company which taken together with shares or voting rights, if any, held by him and by persons acting in concert with him in such target company, aggregating to five per cent or more of the shares of such target company, should disclose their aggregate shareholding and voting rights in such target company, to target company and Stock Exchanges within 2 working days to the receipt of intimation of the allotment / acquisition, as the case may be.

### **8.6.2 Disclosure, in case of change in holding**

Any person, who together with persons acting in concert with him, holds shares or voting rights entitling them to five per cent or more of the shares or voting rights in a target company, should disclose the number of shares or voting rights held and change in shareholding or voting rights, even if such change results in shareholding falling below five per cent, if there has been change in such holdings from the last disclosure made; and such change exceeds two per cent of total shareholding or voting rights in such target company, to target company and Stock Exchanges within 2 working days of such change.

## **8.7 E-voting**

The Companies Act, 2013 and Regulation 44 of SEBI (Listing Obligation and Disclosure Requirement) Regulations, 2015 requires a listed Company to provide e-voting facility to its shareholders, in respect of all shareholders' resolutions, to be passed at General Meetings.

## **8.8 Register e-mail address**

To contribute towards greener environment and to receive all documents, notices, including Annual Reports and other communications of the Company, investors are requested to register their e-mail addresses with Karvy, if shares are held in physical mode or with their DP, if the holding is in electronic mode.

## **8.9 Intimate mobile number**

Intimate your mobile number and changes therein if any to Karvy, if shares are held in physical mode or to your DP if the holding is in electronic mode, to receive communications on corporate actions and other information of the Company.

#### 8.10 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 Companies Act, 2013 and the relevant Rules issued thereunder
- ) To receive copies of Balance Sheet and Statement of Profit and Loss along with all annexures / attachments (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 Companies Act, 2013.
- ) 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 Companies Act, 2013.

#### 8.11 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 participate in the e-voting facility provided by the company or attend the General Meeting of the Company and cast their vote.
- ) To register nominations, which would help the nominees to get the shares transmitted in their favour without any hassles.
- ) 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