

# INVESTORS HANDBOOK AND HIERARCHY OF ESCALATION—JAIN IRRIGATION SYSTEMS LIMITED

## **AMENDED AND APPROVED ON 23<sup>rd</sup> July, 2024**

(Version: 2.0 July, 2024)

**OWNER OF THE POLICY & CHIEF COMPLIANCE OFFICER:** MR. A.V. GHODGAONKAR



## **INVESTORS' HANDBOOK**

Jain Irrigation Systems Limited (JISL) strives for providing best services to its stakeholders including investors. The Company has appointed Link Intime India Private Limited, Mumbai (Link Intime) as its Registrar and Transfer Agent (RTA).

#### Shareholders' Rights

- Company has issued DVR Equity Shares having 1/10 voting rights (10 DVR Shares= 1 Voting Right) as compared to Ordinary Equity Shares. All other rights w.r.t. DVR Shares are same as of Ordinary Equity Shares.
- To receive the share certificates, on allotment or transfer as the case may be, in due time or electronically to demat account registered with the Company.
- To receive copies of the Annual Report including the Balance Sheet and the Profit and Loss Account and the Auditors' Report etc. not less than 21 days before the date of the annual general meeting unless consented for a shorter period.
- To receive not less than 21 days' notice of general meetings unless consented for a shorter notice.
- To receive notice and forms for Postal Ballots in terms of the provisions of the Companies Act, 2013 and the concerned Rules issued the reunder.
- To participate and vote in General Meetings either personally or through proxies (proxy can vote only in case of a poll)
- To receive Dividends and other corporate benefits like rights, bonus etc. once approved.
- To inspect statutory registers and documents as permitted under law.
- Other rights are as specified in the statutory enactments.

#### **DIVIDEND (FAQ'S)**

#### **Payment of Dividend requirement**

#### 1. Bank details for Electronic Shareholdings

While opening Accounts with Depository Participants (DPs), you may have given your Bank Account details, which will be used by JISL for printing on dividend warrants or remittance of dividend. This ensures that the dividend warrants, even if lost or stolen, cannot be used for any purpose other than for depositing the money in the Account specified on the dividend warrants and ensures safety for investors. However, if you wish to receive dividend in an Account other than the one specified while opening the Depository Account, you may change / correct Bank Account details with your DP. Shareholders are requested to furnish complete details of their Bank Accounts including MICR codes of their Bank to their DPs.

#### 2. What is National Electronic Clearing Service (NECS)?

NECS facility is a centralized version of ECS facility. The NECS system takes advantage of the centralized 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.

Under this system, one can receive his dividend electronically by way of direct credit to his bank account. With this service the problems such as loss/fraudulent interception of dividend warrants during postal transit is avoided. This also expedites payment through credit to the account of the investor as compared to the payment through physical dividend warrant.

## 3. What is payment of dividend through NEFT/RTGS Facility and how does it operate?

NEFT is a nationwide 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 centers 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 ismaintained.

#### 4. What are the benefits of NECS (payment through electronic facilities)?

Some of the major benefits are:

- a) Investor need not make frequent visits to his bank for depositing the physical paper instruments.
- b) Prompt credit to the bank account of the investor through electronic clearing.
- c) Fraudulentencashmentofwarrantsisavoided.
- d) Exposure to delays/loss in postal service avoided.
- e) As there can be no loss in transit of warrants, issue of duplicate warrants is avoided.

#### 5. 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 RTA.

However, if shares are held in dematerialized 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 RTA of the Company in case the shareholders hold shares in physical form and to the concerned DP in case the shareholders hold shares in dematform.



In case the shareholders do not provide their new account number allotted after implementation of CBS, please note that NECS to the shareholders' old account may either be rejected or returned.

#### 6. 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 RTA or to the concerned DP, as the case may be.

#### 7. What is National Automated Clearing House (NACH)?

National Automated Clearing House (NACH) is a centralised system, launched with an aim to consolidate multiple ECS systems running across the country and provides a framework for the harmonization of standard & practices and removes local barriers/inhibitors. NACH system will provide a national footprint and is expected to cover the entire core banking enabled bank branches spread across the geography of the country irrespective of the location of the bank branch.

## 8. Can one authorize his banker or any other person to receive dividends on his behalf?

Yes. One can do so by furnishing the name and address of the authorised person/banker. Such request should contain all the relevant details such as folio number, number of shares, specimen signatures recorded with JISL. The Company will take on record such request complete in all respect and dispatch the dividend warrant to the mandate as per the instructions. Please note that this procedure is applicable only if you are holding shares in physical form.

# 9. In order to protect against fraudulent encashment, how can one incorporate the details of his bank account on his dividend warrant. What is the procedure that he should follow?

If one is holding shares in physical form, he should duly fill the request updation form for bank mandate and sent the same to our RTA, M/s. Link Intime India Private Limited. The Company will take on record such request complete in all respect and incorporate the same on future dividend warrants. However, if one is holding the shares in electronic mode then such details needs to be furnished to the respective Depository Participant with whom one holds the demat account.

#### UNCLAIMED/UNPAID DIVIDEND (FAQ'S)

#### 10. What are the Statutory provisions governing unclaimed dividend?

As per provision of sub section (1) of section 125 of the Companies Act, 2013, the Company is required to transfer Unpaid Dividend remaining unclaimed and unpaid for a period of 7 years from the due date(s) to the Investor Education and Protection Fund (IEPF) set up by the Central Government. The Company sends a communication to the concerned shareholders well in advance, advising them to lodge their claim with respect to unclaimed dividend in the year in which the dividend is due for transfer to IEPF. Investors are requested to note that no claims shall lie against the Company or IEPF for any moneys transferred to IEPF in accordance with the provisions of Section 125 of the Companies Act, 2013.



#### 11. Where can the status of declared and unclaimed dividend be verified?

The Company has uploaded the details of declared and unpaid and unclaimed amounts lying with the Company on the website of the Company (<a href="https://www.jains.com">www.jains.com</a>), which can be accessed by the shareholders.

#### 12. Status of Dividend/Unpaid Dividend Declared

Status of the dividend declared by the Company for the last Five years is as under:

Financial Year	declaration	Last day for claiming unpaid dividend
2019-20	Nil	NA
2020-21	Nil	NA
2021-22	Nil	NA
2022-23	Nil	NA
2023-24	Nil	NA

The shareholders, who have not claimed their dividend for the above financial years are requested to contact the Company or its RTA.

#### LOSS OF SHARE CERTIFICATES (FAQ'S)

# 13. In case of loss of share certificates, what steps one should take to obtain duplicate share certificates?

Immediately on the knowledge of loss of share certificates, one should inform the RTA. The information should contain the details of share certificates so lost, folio no., no. of shares and other relevant particulars. The said information needs to be signed by the first holder as per the specimen signature recorded with JISL. The RTA after checking the details and signatures will mark a cautionary stop on the folio to prevent any further transfer of such lost share certificates. On receipt of such request, the RTA will send the complete procedure of obtaining duplicate share certificates. In the meanwhile, one should lodge a complaint with the police regarding loss of share certificates.

# 14. What action should be taken in case the share certificates are retrieved by the holder, which were earlier reported as lost?

In such case the retrieved share certificate is surrendered to RTA immediately if the duplicate share certificates have been issued. However, if the original share certificates are found before one has complied with the procedure for obtaining duplicate share certificate, then the said information be urgently send to RTA so that the caution marked on those certificates can be removed.

# 15. In case the share certificates are lost along with the duly signed transfer deed, then how one can proceed to safeguard his interest and for obtaining duplicate share certificates?

Immediately on the knowledge of loss of share certificates along with duly executed transfer deed, one should inform RTA. The information should contain



the details of share certificates so lost, folio no., no. of shares, Copy of FIR issued by the Police station and other relevant particulars. The said information needs to be signed by the holder. The Company after checking the details and signatures will mark a cautionary stop on the folio to prevent any further transfer of such lost share certificates. On receipt of such request, the RTA will send the complete procedure of obtaining duplicate share certificates. In the meanwhile, one should lodge a complaint with the police regarding loss of share certificates.

#### **NOMINATION FACILITY (FAQ'S)**

#### 16. 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.

#### 17. 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 to the Company's RTA. However, if shares are held in dematerialized form, nomination has to be registered with the concerned DP directly, as per the format prescribed by the DP.

#### 18. 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. While an individual can be appointed as a nominee, a trust, society, body corporate, partnership firm, Karta of HUF or a power of attorney holder cannot be appointed as a nominee (s). Minor (s) can, however, be appointed as a nominee.

#### 19. Who can make a nomination?

The nomination can be made only by individual(s) holding shares singly or jointly. If the shares are held jointly, all the joint holders will sign the nomination form. Non individuals including a society, trust, body corporate, and partnership firm, karta of Hindu Undivided Family and holder of Power of Attorney cannot nominate.

#### 20. Cananomination once made be revoked/varied?

A shareholder can change the nomination as and when he/she so desires. However, the rules do not prescribe any specific manner in which the variation or cancellation of the nomination can be made. In the absence of clear guidelines or rules, shareholder can change the nomination by a letter revoking his old nomination and submitting Form SH13forchangeinnomination.

#### 21. 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) recognized under law as holder(s) of the shares. Joint holders may together appoint a nominee.

#### 22. What are the charges associated with the transmission procedure?

If the market value of the subject shares for transmission is below rupees Two Lakh, applicant may furnish to Link Intime duly executed Indemnity Bond on Rs. 500/ and Affidavit on Rs. 100/- Non Judicial Stamp Paper or duly franked as per format enclosed along with No Objection Certificate, preferably in the format provided by Link Intime from other legal heirs if any for transmitting the shares in applicant's name. If the total market value of subject shares exceeds rupees Two Lakh, applicant is required to furnish the certified copy of the Probate or Succession Certificate or Letters of Administration

# 23. Nomination Form is an important document like Will. What precaution investors should take to ensure that their instruction as to transmission would be acted upon by JISL?

The shareholders concerned should preserve a copy of nomination form for their record. JISL would after registering the nomination advise the shareholder(s) in writing of the registration of nomination.

# 24. Does transmission of shares to nominees attract payment of share transfer stamps?

On death of the shareholder, the nominee has to elect either to register himself as a shareholder or to transfer the shares. If he elects to register himself as a shareholder, he has to intimate his decision in writing preferably to our RTA this will be in the form of a transmission and therefore will not attract stamp duty. If a shareholder elects to transfer the shares, he has to send a notice in writing to our RTA. Since this amounts to transfer of shares like any other transfer, the same would attract stamp duty.

## 25. Is the nominee entitled to dividend and other benefits before being registered as a member?

Yes. However, if the Board/Committee has issued a notice to the nominee to elect and no election either to transfer or hold the shares in his name is made within a period of 90 days, the Board/Committee may withhold the payments of the dividends, bonus or othermoneys payable/accruing to the shares.



#### 26. What is the procedure for transmission of shares in favour of the nominee?

Upon death of the shareholder or of both the joint shareholders as the case may be, the nominee would be required to furnish the following documents in addition to any other for the purposes of identification:

- a) Certified true copy of death certificate of shareholder.
- b) Proof of date of birth of the nominee.
- c) An affidavit/declaration by the nominee declaring his rights.
- d) Theoriginal share certificate.

On production of above documents and any further documents, if required, and on being satisfied about the identity of the nominee, will request the nominee elect either to register himself as holder of shares or to transfer the shares, the nominee is then required to issue a notice of election.

There may be further identification requirements at the discretion of the Board/Committee. If the nominee elects to be registered as a holder of shares, he shall send a notice in writing stating that he so elects.

## 27. Do further acquisitions of shares under a given Folio get covered by the nomination?

A shareholder is required to fill in the distinctive numbers of shares on Form SH13 and the shares covered by these distinctive shall be transmitted to the nominee in the event of death of the shareholder. For any further acquisition of shares of JISL, the shareholders will have to extend the nomination to the additional shares by filling in the necessary Form SH13 as the existing nomination does not automatically cover the additional shares. To ensure that the nomination is valid, the shareholders need to make specific mention of all distinctive numbers.

#### 28. What is the effect of nomination upon transfer of shares?

Upon transfer of shares or debentures nomination stands rescinded.

#### 29. Can nomination be made in favour of a minor?

Yes, a minor can be appointed as a nominee. In such case, the guardian will sign on behalf of the nominee and in addition to the name and photograph of the nominee, the name, address and the photograph of the guardian must be submitted.

#### 30. What is the advantage of making a nomination?

Notwithstanding anything contained in any other law or any testamentary disposition or otherwise, in respect of the shares, where a nomination has been made in accordance with the applicable law, the nominee on the death of the shareholder of JISL as the case may be on the death of all the joint holders shall become entitled to the rights in the shares of JISL, as the case may be, in relation to such shares of JISL, to the



exclusion of all other persons unless the nomination is revoked before such exercise.

#### 31. What will happen when a shareholder dies leaving a minor nominee?

Where the nominee is a minor, the holder of the securities, making the nomination, may appoint a person in Form No. SH. 14 specified under subrule (1), who shall become entitled to the securities of the Company, in the event of death of the nominee during his minority.

## 32. Can the surviving joint holder make a fresh nomination by revoking earlier nomination?

Under the laws of wills and testamentary dispositions, joint wills cannot be revoked after the demise of one of the joint testators. Extending the principle in this case would suggest that nominations made jointly cannot be revoked after the demise of one of the joint holders.

However under Section 72 the nomination made are to take effect notwithstanding testamentary dispositions, or otherwise.

Therefore on demise of one of the joint holders the remaining joint holder would become sole member. In such case, fresh nomination in prescribed manner could be made revoking the old nomination.

#### 33. What is the effect of death of one of the joint holders on nomination?

In the event of death of one of the joint holders, the shares get transmitted in the name of the surviving holder. The death of one of the joint holders does not rescind the nomination. Nominee will have title to the shares only on the death of all the joint holders.

## 34. How does JISL establish the identity of the nominee in case of death of the shareholder?

The prescribed Form SH13 only provides for the name and address of the nominee. The Board/Committee may require the nominee to provide and produce such evidence to prove his identity as thought necessary in the opinion of the Board/Committee. Without prejudice to the above, the shareholder may also provide the specimen signature of the nominee duly attested by his banker where he/she is holding an account along with Form SH13.

# 35. Can a Shareholder nominate more than one person to hold shares jointly in the event of his demise?

Form SH-13 prescribed for nomination requires the "name and address of the nominee". The view is that only one nomination is allowed to be made per folio.



However if the shareholders hold in more than one folio but in different order of names or hold in joint names in more than one folio in different combination of names, then they can appoint different nominees under each folio.

#### **MISCELLANEOUS (FAQ'S)**

#### Change in address / other Personal Details:

a) If the shares are in electronic mode, what is the procedure for recording change of address?

Since the respective Depository Participants (DP) maintains the records of all the shares in electronic form, therefore any information pertaining to the change in address needs to be furnished to the respective DP.

b) Can there be multiple addresses for a single folio?

No. There can only be one registered address for one folio.

c) Can joint holder(s) other than the first holder request for a change of address?

No. The request letter for updation of records should be signed by the first holder along with the signatures of the joint holders.

d) If the shares are in physical mode, what is the procedure for recording change of address?

A request letter for updating of records need to be filed in giving the new address along with the Pin Code (Mandatory) and signed by the shareholder(s) (including all joint-holders) as per the specimen recorded with JISL (The Company) or with the Company's RTA. Also the folio number must be quoted for reference.

e) In case of gift of shares to one's near and dear, then how should one proceed to get them registered in the books of JISL? Does it attract stamp duty?

The procedure of registration of shares gifted to someone is same as the procedure for a normal transfer. The stamp duty is also applicable in case of gifted shares.

## f) Procedure for transmission of Shares without Succession certificate/Probate of will

- 1. Request for transmission.
- 2. Notarized Copy of death certificate.
- Letter of Indemnity duly supported by a guarantee of an independent surety acceptable to the Company Secretary, made on appropriate non-judicial stamp paper.



- 4. An affidavit on appropriate non-judicial stamp paper.
- 5. (i) No Objection Certificate from the legal heir who do not object to such transmission or
  - (ii) Proof about indemnity of the nominee, in case of nomination.
- g) The name of a joint holder was included only for convenience by the first holder. I am the only heir. Could you transfer the shares in my name as per the will/probate?

As per law, the joint holder is deemed to be having indivisible ownership of the joint property and JISL cannot ascertain as to how or why the name was included. As per the Articles of Association of the Company, the surviving joint holders are the only persons recognized as having title to the shares.

h) I have already produced the attested/registered will. Since getting it probated would take a long time and money, can I avoid that procedure?

You will appreciate that in order to ascertain that the will in question is the last will and testament made by the deceased, it is important that the same is authenticated/ probated by the Court. This is to protect the interest of the investors at large and to obviate any future claims/disputes on the same.

i) If the deceased family member who held shares in his/her own name (single) had left a will, how do the legal heir/s get the shares transmitted in their names?

The legal heirs will have to get the will probated by the Court of competent jurisdiction and then send a copy of the probated will, along with relevant schedule/annexure setting out the details of the shares, the relevant share certificates in original and transmission form for transmission.

j) If a shareholder who held shares in his sole name dies without leaving a will. How can his legal heir/s (either husband/wife/son/daughter, etc.) get the shares transmitted in their names?

Firstly the legal heirs have to obtain a Succession Certificate or Letter of Administration with respect to the shares and a true copy of the same, duly attested by the Court Officer, or Notary should be sent to our RTA along with a request letter along with all the share certificates in original, for transmission in their favour.

k) In case of joint holdings, in the event of death of one shareholder, how do the surviving shareholder(s) get the shares in his/their names?

The surviving shareholder(s) will have to submit a request letter supported by a notarized copy of the death certificate of the deceased shareholder and the relevant share certificates to our RTA. On receipt of the said documents, RTA



will delete the name of deceased shareholder from its records and return the share certificates to the applicant /registered holder with necessary endorsement.

#### FILING OF CLASS SUIT ACTION (FAQ'S)

A suit can be filed or any other action may be taken by any person, group of persons or any association of persons affected by any misleading statement or the inclusion or omission of any matter in the prospectus under the following provisions of the Companies Act, 2013. (Section 37)

Section 34 – Criminal Liability for misstatements in prospectus

Section 35 – Civil Liability for misstatements in a prospectus

Section 36 – Punishment for fraudulently inducing persons to invest money.

- 2. A class action suit can be filed by members or depositors of the company or any class of them if they are of the opinion that the affairs of the company are being conducted in a manner prejudicial to the interest of the company or members or depositors. (Section 245)
  - (1) Such number of member or members, depositor or depositors or any class of them, as the case may be, as are indicated in sub-section
  - (2) may, if they are of the opinion that the management or conduct of the affairs of the company are being conducted in a manner prejudicial to the interests of the company or its members or depositors, file an application before the Tribunal on behalf of the members or depositors for seeking all or any of the following orders, namely:—
  - (a) to restrain the company from committing an act which is ultra vires the articles or memorandum of the company;
  - (b) to restrain the company from committing breach of any provision of the company's memorandum or articles;
  - (c) to declare a resolution altering the memorandum or articles of the company as void if the resolution was passed by suppression of material facts or obtained by mis-statement to the members or depositors;
  - (d) to restrain the company and its directors from acting on such resolution;
  - (e) to restrain the company from doing an act which is contrary to the provisions of this Act or any other law for the time being in force;
  - (f) to restrain the company from taking action contrary to any resolution passed by the members;
  - (g) to claim damages or compensation or demand any other suitable action from or against—
  - (i) the company or its directors for any fraudulent, unlawful or wrongful act or omission or conduct or any likely act or omission or conduct on its or their part;
  - (ii) the auditor including audit firm of the company for any improper or misleading statement of particulars made in his audit report or for any fraudulent, unlawful or wrongful act or conduct; or
  - (iii) any expert or advisor or consultant or any other person for any incorrect or misleading statement made to the company or for any fraudulent, unlawful or wrongful act or conduct or any likely act or conduct on his part:
  - (h) to seek any other remedy as the Tribunal may deem fit.
  - (2) Where the members or depositors seek any damages or compensation or demand any other suitable action from or against an audit firm, the liability



shall be of the firm as well as of each partner who was involved in making any improper or misleading statement of particulars in the audit report or who acted in a fraudulent, unlawful or wrongful manner.

- (3) (i) The requisite number of members provided in sub-section (1) shall be as under:—
- (a) not less than one hundred members of the company or not less than such percentage of the total number of its members as may be prescribed, whichever is less, or any member or members holding not less than such percentage of the issued share capital of the company as may be prescribed, subject to the condition that the applicant or applicants has or have paid all calls and other sums due on his or their shares;
- ii) The requisite number of depositors provided in sub-section (1) shall not be less than one hundred depositors or not less than such percentage of the total number of depositors as may be prescribed, whichever is less, or any depositor or depositors to whom the company owes such percentage of total deposits of the company as may be prescribed

For Jain Irrigation Systems Ltd.

A V Ghodgaonkar **Company Secretary** 

**Date:** 23<sup>rd</sup> July, 2024



### **JAIN IRRIGATION SYSTEMS LIMITED**

## Hierarchy of escalation of redressal of Investor complaints

Grievance redressal process starts as soon as the complaint is received, in both cases if it is received at Company or Link Intime.

Any individual can directly approach Stakeholder's Relationship Committee Chairperson for redressal of complaint/grievance.

Details of SRC Chairman : Name : Dr.Narendra Jadhav Email Id : drnarendra.jadhav@gmail.com

At Company level, officer from secretarial department handles the grievance redressal process and co-ordinates with both complainant and R&TA for speedy redressal of complaint/grievance. If the Complaint is of complex nature then on an average 1 week time is taken to resolve the complaint.

Simple complaints are resolved within 24 hours.

If officer from secretarial department is unable to resolve the complaint within the stipulated time then the matter gets escalated to Compliance Officer of the Company.

In case, the Compliance Officer of the Company is unable to resolve the complaint then the matter is referred to Chairperson of Stakeholders Relationship Committee



### Dividend Warrant Revalidation and claim unpaid/unclaimed dividend

Receipt of request for revalidation/duplicate warrant from Shareholder(s) after expiry of validity period of the instrument

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Investor Relation Department of Link Intime inwards the complaint and provide unique complaint id for future reference

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All the documents sent by complainant to claim the unpaid dividend are scrutinized by "Letter Department" of Link Intime

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A standard letter shall be sent to the investor intimating that the request is being forwarded to the Company by Link Intime.



Representative of Link Intime makes a request to the Company for NEFT Process and data is shared with the Company for further process.



If bank details of the investor are available then Company make arrangements for direct credit of dividend in the bank account, in other cases Company makes arrangements to issue DD



## **Query of Annual Report**

Investor sends a request of copy of Annual Report of the Company.



Investor Relations Department of Link Intime inwards the complaint



After verification of the facts of the Complaint, a copy of annual report is sent to investor on the requested address through Speed Post.



## Issue of duplicate share certificates

Receipt of request letter from shareholder on loss of share certificate



Investor relation department of Link Intime inwards the request letter received from the shareholder



Precautionary STOP mark is provided to certificate mentioned in request letter and procedure for Duplicate is sent to shareholder with necessary formats



Intimation is sent by LinkIntime to Stock Exchange(s) pursuant to Regulation 39(3) of SEBI (LODR) Regulations, 2015, after precautionary STOP marked to the share certificate which is lost.



Documents sent by Shareholder for issue of duplicate share certificate get inwarded by Link Intime



"Security Processing Department" of Link Intime verifies all the documents sent by the Shareholder for issue of duplicate share certificate



If all the documents are found in order then intimation is sent to Stock Exchange(s) and Link Intime waits for 15 days before actual processing.



After 15 days of intimation to Stock Exchange(s), documents are re-inwarded for issue of "duplicate ok case" and handed over to client co-ordinator of Link Intime



Client co-ordinator gets approval date (on weekly basis at meeting of Transfer Committee) from the Company to process and print duplicate share certificate



Share certificate gets printed as per the details available in "Duplicate Processed Register" and sent to Company for signing.



Within 48 hours of "Approval Date" intimation is sent to Stock Exchange(s) containing details of old and new share certificate



After receipt of duly signed share certificate from the Company, share certificate gets dispatched to Shareholder through speed post.



#### **Transfer and Transmission**

After receipt of enquiry from applicant, detailed procedure is sent to him/her along with requisite formats by Link Intime.



Applicant sends application along with supporting documents for Transfer/Transmission to Link Intime.



Application sent by the applicant gets inwarded in the system by Link Intime.



Documents are sent to "Security Processing Department" of Link Intime for verification.



In case, documents are not in order, Link Intime sends an objection memo with entire set of documents to the buyer in case of transfer and to applicant in case of transmission through speed post



In case, if documents are found in order, duly endorsed and authorised share certificates get dispatched to applicant through speed post.