

Annexure-A

Operational Guidelines for Issuers and R&T Agents for doing away with requirement of issuance of Letter of Confirmation (LOC) and to effect direct credit of securities in dematerialization account of the investor.

1. In case of following Investor Service Requests (ISR) for dematerialization of securities, the security holder / claimant shall submit the ISR as prescribed by SEBI along with Demat Conversion Request Form (DCRF) and latest Client Master List (CML) (duly attested by Depository Participant) to Issuer / R&T Agent.:
 - a. Issue of duplicate securities certificate
 - b. Claim from unclaimed suspense account
 - c. Renewal / Exchange of securities certificate
 - d. Endorsement
 - e. Sub-division / Splitting of securities certificate
 - f. Consolidation of securities certificates/folios
 - g. Transmission
 - h. Transposition
 - i. Any other service request prescribed by SEBI from time to time

The specimen of the DCRF is enclosed as **Annexure-Aa**.

2. The Issuer / R&T Agent shall verify that the particulars appearing on the ISR correspond to the particulars furnished in DCRF.
3. The Issuer / R&T Agent shall ensure that the security holder / claimant submits a separate DCRF for each demat account maintained with the Depository Participant.
4. No service request shall be entertained by the Issuer / R&T Agent except when submitted by security holder / claimant.
5. The signature on DCRF submitted shall be verified and attested by the respective Depository Participant of the security holder / claimant.
6. The Issuer / R&T Agent shall ensure that a separate DCRF submitted by security holder / claimant for securities having distinct International Securities Identification Number [ISIN].
7. The Issuer / R&T Agent shall ensure that the DCRF submitted by security holder / claimant is duly filled, complete in all respects and shall verify the signature(s) against its records.
8. The Issuer / R&T Agent shall also verify that the Distinctive Numbers (as provided in DCRF) are available in the Depository system for dematerialization in such security and shall ensure that the appropriate International Securities Identification Number [ISIN] is correctly filled in DCRF, wherever applicable.
9. The Issuer / R&T Agent shall ensure the pattern of holdings in the demat account matches the pattern of holdings as reflected in the ISR for initiation of demat conversion. Wherever, the names appearing on the certificate(s) correspond to the names in the account but are recorded in a different order, the Issuer / R&T Agent

shall obtain duly filled in Transposition Form (enclosed as **Annexure-Ab**) along with DCRF from the security holder / claimant.

10. In case of Transmission (Name Deletion) and dematerialization of securities, Issuer / R&T Agent shall ensure that the surviving holder(s) submits duly filled in Transmission Form (enclosed as **Annexure-Ac**) along with DCRF.
11. In case the signature of the security holder recorded with the Issuer / R&T Agent varies with the signature recorded in demat account, the Issuer / R&T Agent shall obtain duly filled in Signature Verification Form (enclosed as **Annexure-Ad**) along with DCRF from the security holder.
12. Once Issuer / R&T Agent satisfies itself with the above, it may initiate dematerialization request through '**Demat without LOC**' module on DPM-SHR of NSDL.
13. The Issuer / R&T Agent shall capture the DP ID, Client ID of the security Holder / claimant, ISIN of the security, quantity requested, folio number, certificate number and DNR details as provided in DCRF by the security holder / claimant while generating demat request through the above module on DPM-SHR.
14. Upon verification of the request by Issuer / R&T Agent, the Demat Request Number (DRN) will be generated. Issuer / R&T Agent shall mention the same on DCRF submitted by the security holder / claimant.
15. Once DRN is generated in NSDL system, a link of investor service portal will be sent to the security holder / claimant through SMS as well as email as per details available in their respective demat account. The said link will remain valid for the period 21 days upon generation of the DRN in NSDL system for confirmation to the security holder / claimant.
16. The security holder / claimant shall complete OTP verification for login to the investor service portal.
17. Upon login to the investor service portal, security holder / claimant will be able to view the details of demat conversion requests generated by the respective Issuers / R&T Agents in NSDL system under their demat account.
18. Upon verification of the details of the DRN generated, security holder / claimant shall proceed to generate the OTP. Upon receipt of the OTP based confirmation from the security holder / claimant, Issuer / R&T Agent will be able to confirm the DRN generated in the NSDL system as per the existing process.
19. If the OTP based confirmation is not provided by the security holder / claimant within the period of 21 days from the generation of DRN, such demat requests shall stand cancelled in NSDL system and Issuers / R&T Agents are required to re-generate the DRN in NSDL system for the said request.
20. Upon confirmation / rejection of the DRN by the Issuer / R&T Agent, a system generated acknowledgment will be sent to the security holder / claimant from NSDL system.
21. Upon credit of securities in the demat account of the security holder / claimant, the Issuer / R&T Agent shall deface the original certificates as "Securities Issued in dematerialized form" and shall retain the original certificates and DCRF for the period of eight years.

22. Issuer / R&T Agents are requested to process the service request and thereafter issue the securities in the demat account of the security holder / claimant within the period of 30 days of its receipt of such request from the security holder / claimant.