

Freezing of folios of holder of physical securities and raising service request.

FAQ

1. What is the reason for freezing the folios?

SEBI has, vide the [Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023](#), mandated the furnishing of PAN, Address with PIN, email address, mobile number, bank account details and nomination by holders of physical securities.

Folios wherein any one of the cited document/details are not available on or after October 01, 2023, shall be frozen by the RTA.

A communication in this regards has also been sent to the holders of physical securities of the Company.

2. Where are the forms available for updation of PAN, KYC & Nomination?

The requisite forms are available on the following web-links:

ISR-1 – [Request for registering PAN, KYC details or changes/updation thereof](#)

ISR-2 – [Confirmation of Signature of securities holder by the Banker](#)

ISR-3 – [Declaration Form for Opting-out of Nomination](#)

SH-13 – [Nomination Form](#)

SH-14 – [Cancellation or Variation of Nomination](#)

3. What are the consequences if PAN is not linked with my Aadhar?

If PAN is not linked with Aadhaar by March 31, 2023 (or any other date as may be specified by the Central Board of Direct Taxes) the folio shall be frozen by the RTA.

4. I am holding shares of the Company in two different Folios, whether I need to update my PAN, KYC & Nomination Details for both the folios or the updating the one will automatically update the remaining folios?

PAN, KYC & Nomination Details shall have to updated separately for each folio.

5. What are the consequences of freezing of folio?

Once the folios are frozen by the RTA, the holder of such securities shall not be eligible to

- a) lodge grievance(s) or avail service request(s) from the RTA;
- b) receive any payment including dividend in physical mode.

After December 31, 2025, the frozen folios shall be referred by RTA/Company to the Administering Authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002.

6. My folio has been frozen, how should I unfreeze it?

If your folio has been frozen you shall have to update PAN, Address with PIN, email address, mobile number, bank account details and nomination by holders of physical securities by submitting requisite forms.

RTA shall revert the frozen folio to normal status upon due receipt of documents and due verification.

7. Which form is required to raise different Investor Service Requests?

SEBI has, vide the Circular No. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/8 dated January 25, 2022, mandated raising of following service requests by submitting [Form ISR-4](#):

- 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.

ISR-4 – [Service Request Form](#)