



Norms for PAN, KYC, nomination update and process of investors' services

SEBI has, vide the Master circular no. [SEBI/HO/MIRSD/POD-1/P/CIR/2023/70](#) for Registrars to an Issue and Share Transfer Agents dated May, 17, 2023 read with circular no. [SEBI/HO/MIRSD/POD-1/P/CIR/2023/181](#) dated November 17, 2023, mandated the furnishing of PAN, address with PIN, mobile number, bank account details and nomination / opt out of nomination by holders of physical securities. Also, shareholders are requested to register the email ID with the folio, to be able to correspond and receive relevant communication.

SEBI has introduced the following forms to standardize and simplify the processing of investor services requests by RTAs:

A) Form for availing investor services

The form ISR-1 is applicable for all requests to register PAN, KYC details or changes / update thereof for securities held in physical mode - [Form ISR-1](#)

B) Update of signature of securities holder

For updating the signature of the securities holder, the holder / claimant shall furnish original cancelled cheque and banker's attestation of the signature as per [Form ISR-2](#).

C) Nomination

It is mandatory for all holders of physical securities to furnish PAN, KYC and nomination details to the RTA. The details of nomination shall be furnished either through hard copy or electronic mode.

Particulars	Form name
For nomination as provided in the Rules 19 (1) of Companies (Share capital and Debenture) Rules, 2014	Form SH-13
Declaration to opt out	Form ISR-3
Cancellation of nomination by the holder(s) (along with ISR-3) / Change of Nominee	Form SH-14

D) Form for requesting issue of duplicate certificate and other service requests for shares / debentures / bonds, etc., held in physical form – [ISR 4](#)

Contact details of RTA

Mas Services Ltd. Address: T-34, IInd Floor, Okhla Industrial Area, Phase – II, New Delhi - 110020	Contact Person: Mr. Sharwan Mangla Designation: General Manager Phone No.: +91-11-41320335 Email Id: investor@masserv.com Website: www.masserv.com
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RATHI STEEL AND POWER LTD.

(CIN: L27109DL1971PLC005905)

For any complaints or grievances Investors can contact at:

Registrar and Share Transfer Agent (RTA)	Mas Services Ltd. T-34, IInd Floor, Okhla Industrial Area, Phase – II, New Delhi - 110020 Contact Person: Mr. Sharwan Mangla Phone No.: +91-11-41320335 Email id: investor@masserv.com Website: www.masserv.com
Rathi Steel and Power Ltd. Secretarial Department	Rathi Steel and Power Ltd 24/1, Block – A, Mohan Cooperative Industrial Estate Mathura Road New Delhi 110044 Contact Person: Ms Shobhita Singh (Company Secretary and Compliance Officer) Tel.: +91 11 45058011 Email: investors@rathisteelandpower.com Website: www.rathisteelandpower.com
Exchanges	In case the Complaint/grievance stands unresolved / not resolved up to the satisfaction of Investor(s), may lodge a complaint with: BSE: https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx
SEBI	In case the Complaint/grievance stands unresolved / not resolved up to the satisfaction of Investor(s), may lodge a complaint with: a. SEBI (SCORES Portal) https://scores.sebi.gov.in b. Online Dispute Resolution (ODR) Platform: https://smartodr.in/login Master Circular for Online Dispute Resolution Process flow of Complaint Redressal Mechanism by SEBI: SEBI Redressal of investor grievances through the SEBI Complaint Redressal (SCORES) Platform and linking it to Online Dispute Resolution platform