

No	Queries / Information sought	Standard text for reply
1	Please give the present address of the company.	Addresses of Registered office of companies are available in the web site of Ministry of Corporate Affairs. The web link for the same is  <a href="http://www.mca.gov.in/DCAPortalWeb/dca/MyMCALogin.do?method=setDefaultProperty&amp;mode=31">http://www.mca.gov.in/DCAPortalWeb/dca/MyMCALogin.do?method=setDefaultProperty&amp;mode=31</a>
2	Dividend has not been declared by the company, please advice.	As per the companies Act 1956, the decision to retain profit or to distribute it to the shareholders as dividend is the prerogative of the board of directors; the same does not fall within the regulatory preview of SEBI.
3	Shares of the company are not traded, please advice.	Trading of shares in the market is the outcome of many factors, including demand and supply. Equity shares, like any other asset, derive their value from the price at which others are willing to buy / sell it. In the absence of buyers / sellers, the shares become illiquid. The risk of illiquidity is inherent in investing in securities, over which SEBI does not have any control.
4	Shares of the company are delisted, please advice.	Shares of the company are delisted on either of the following ground; i) Compulsory Delisting. ii) Voluntary Delisting. iii) Delisted by Operation of Law.  As the shares of the company are no longer listed on the Stock Exchange, it will not be possible for you to trade in these shares through the Stock Exchange.  You will be able to encash the value of your shares if you are able to find a willing buyer for you the shares.
5	Please give status / information on vanishing company	The details / status of 'Vanishing' companies are available in the web site of Ministry of Corporate Affairs. The web link for the same is  <a href="http://www.mca.gov.in/Ministry/vanishing.html">http://www.mca.gov.in/Ministry/vanishing.html</a>
6	Please give information of status of Liquidation / Winding up of the company	The details pertaining to liquidation / winding up of companies, the address of Official Liquidator etc. are available on the web site of Ministry of Corporate Affairs. The web link for the same is  <a href="http://www.companyliquidator.gov.in/liquidation_pocess.html">http://www.companyliquidator.gov.in/liquidation_pocess.html</a>
7	Please provide details of • price,	Please refer to the web site of the stock exchange on which the company's shares are listed.

	<ul style="list-style-type: none"> <li>• status of trading,</li> <li>• Name change,</li> <li>• Details of corporate actions (mergers, amalgamations etc.)</li> </ul>	
8	I want to surrender my shares to the company and get the refund, please advice.	Equity shares, like any other asset, derive their value from the price at which others are willing to buy / sell it. You can encash the value of your shares by finding a willing buyer. In some cases the companies or an acquirer may make an offer to buy shares from the shareholders. You have the option to tender your shares in response to such offers.
9	Please give the ISIN number of the securities	The details of ISIN number of securities are available in the web site of National Securities Depository Limited and Central Depository Services (India) Limited. The web link for the same is, <a href="https://nsdl.co.in/downloadables/list-codes.php">https://nsdl.co.in/downloadables/list-codes.php</a> <a href="http://www.cdslindia.com/publication/IsinList.jsp">http://www.cdslindia.com/publication/IsinList.jsp</a>
10	I need information on: <ul style="list-style-type: none"> <li>• Is PAN mandatory?</li> <li>• How to open demat a/c / demat physical shares?</li> <li>• KYC norms</li> <li>• Margin requirements?</li> <li>• Details of Stock Exchange and</li> <li>• Investor's Association</li> </ul>	Please refer to the section of 'Frequently Asked Questions' in the SEBI investor website. The web link of for the same is; <a href="http://investor.sebi.gov.in">http://investor.sebi.gov.in</a>
11	Present status of the company, viz. <ol style="list-style-type: none"> <li>1. Address of registered office</li> <li>2. Declared as 'Vanishing' company</li> <li>3. Under liquidation /</li> </ol>	<a href="http://www.mca.gov.in/DCAPortalWeb/dca/MyMCALogin.do?method=setDefaultProperty&amp;mode=31">http://www.mca.gov.in/DCAPortalWeb/dca/MyMCALogin.do?method=setDefaultProperty&amp;mode=31</a> <a href="http://www.mca.gov.in/Ministry/vanishing.html">http://www.mca.gov.in/Ministry/vanishing.html</a> <a href="http://www.companyliquidator.gov.in/liquidation_pocess.html">http://www.companyliquidator.gov.in/liquidation_pocess.html</a>

	winding up 4. Sick company 5. Trading details, change in name, corporate action etc. 6. Directors' particulars	<a href="http://www.bifr.nic.in/asp/search.asp">http://www.bifr.nic.in/asp/search.asp</a>  Please refer to the web site of the stock exchange in which the company's shares are listed.  <a href="http://www.mca.gov.in/DCAPortalWeb/dca/MyMCALogin.do?method=setDefaultProperty&amp;mode=12">http://www.mca.gov.in/DCAPortalWeb/dca/MyMCALogin.do?method=setDefaultProperty&amp;mode=12</a>
12	Can I get Compensation from IPEF?	The Investor Protection and Education Fund (IPEF) Regulation 2009 do not provide for compensation for the investor. You may like to refer the below web link for the objective and the utilization of funds of IPEF at the web link given below:  <a href="http://www.sebi.gov.in/acts/Investorpro2009.pdf">http://www.sebi.gov.in/acts/Investorpro2009.pdf</a>
13	Investment advice	Please be informed that providing investment advice to investors does not fall within SEBI's regulatory purview
14	SEBI Act, Rules, Regulations, Guidelines and Circulars	Please refer to the SEBI web site  <a href="http://www.sebi.gov.in/">http://www.sebi.gov.in/</a>
15	Whether the shares certificates of the company is in demat form	The details of shares that are available in demat form are available in the website of NSDL and CDSL at the following web links:  <a href="https://nsdl.co.in/master_search.php">https://nsdl.co.in/master_search.php</a> <a href="http://www.cdslindia.com/publication/IsinList.jsp">http://www.cdslindia.com/publication/IsinList.jsp</a>
16	What is the procedure for opening demat account and dematerlizing shares? Where can I find the list of DP/ where can I demat my share certificates	The websites of NSDL and CDSL provide the procedure for opening demat account and to dematerialize your shares, at the following web links <a href="https://nsdl.co.in/faq.php">https://nsdl.co.in/faq.php</a> <a href="http://www.cdslindia.com/downloads/Investors%20Guide.pdf">http://www.cdslindia.com/downloads/Investors%20Guide.pdf</a>  Further, the details of Depository Participants through whom you can demat your physical shares is available in the following web links  <a href="https://nsdl.co.in/direct_search.php">https://nsdl.co.in/direct_search.php</a> <a href="http://www.cdslindia.com/publication/dplist.jsp">http://www.cdslindia.com/publication/dplist.jsp</a>

	FAQ on demat	You may also like to refer to FAQ's on demat at SEBI investor website at the following link;  <a href="http://investor.sebi.gov.in/faq/dematfaq.html">http://investor.sebi.gov.in/faq/dematfaq.html</a>
17	Why was the company delisted? When will it be relisted, if at all?	Please refer to the web site of the stock exchange in which the company's shares were listed.
18	I want to sell my shares, please advice	It is advisable to sell your shares in a stock exchange through a SEBI registered stock broker. Before trading you will have to open a trading account with the stock broker. The details of the members of BSE and NSE are available in the respective website, and the links are as under  BSE members; <a href="http://www.bseindia.com/memberdb/search/search.asp">http://www.bseindia.com/memberdb/search/search.asp</a>  NSE member; <a href="https://www.enit.co.in/MemDirWeb/searchMain.do">https://www.enit.co.in/MemDirWeb/searchMain.do</a>
19	Information on company results and announcements, shareholding pattern, and disclosures made under SEBI Takeover and Insider trading Regulation	Information of companies are available in the Corp Filing website whose website is as under  <a href="http://www.corpfiling.co.in/home/homepage.aspx">http://www.corpfiling.co.in/home/homepage.aspx</a>
20	Information on Bonus share / rights shares declaration. What is the procedure?	Please refer to the web site of the stock exchange in which the company's shares are listed.
21	Issue of duplicate share certificate	The documents that will be required by a company for issue of duplicate shares is specified in its Articles of Association which can include: 1. Indemnity bond 2. Affidavit 3. Signature verification 4. Any other document specified by the company.
22	Dividend claims	All registered shareholders on the record date of declaration of the dividend are automatically eligible for dividend. However if the listed company does not pay dividend within 30 days after declaration, this constitutes as default for which you can lodge complaint with SEBI through, <ul style="list-style-type: none"> <li>E-mail to <a href="mailto:investorcomplaints@sebi.gov.in">investorcomplaints@sebi.gov.in</a></li> </ul>

		<ul style="list-style-type: none"> <li>• Letters</li> <li>• Online complaint form available at the following link; <a href="http://www.sebi.gov.in/Complaint5.jsp">http://www.sebi.gov.in/Complaint5.jsp</a></li> </ul>
23	Transfer of shares	<p><u>Procedure for transfer of physical shares:</u></p> <p>The following documents are to be sent to the Registrar and Transfer Agent (RTA) of the Company</p> <ol style="list-style-type: none"> <li>1. Share Certificate(s),</li> <li>2. Duly completed and valid stamped Share Transfer Form(s)</li> </ol> <p># Listed companies are required to transfer share certificates within a period of one month from the date of lodgment for transfer of shares certificates.</p> <p><u>Procedure for transfer of demat shares:</u></p> <ul style="list-style-type: none"> <li>▪ You have to give instruction to your Depository Participant (DP) through Delivery Instruction Slip (DIS) to transfer shares from your a/c to the broker a/c, Such instruction should reach the DP's office at least 24 hours before the pay-in, failing which, DP will accept the instruction only at your (BO's) risk</li> </ul> <p>For further information on demat please refer the FAQs at the web link given below: <a href="http://investor.sebi.gov.in/faq/dematfaq.html">http://investor.sebi.gov.in/faq/dematfaq.html</a></p>
24	Transmission of shares	<p>“Transmission” means passing of property in Shares, other than by way of transfer, by operation of law.</p> <p>In the event of death of the shareholder procedure for transmission of shares is as follows;</p> <ol style="list-style-type: none"> <li>1. <u>If you are a nominee;</u> <ul style="list-style-type: none"> <li>• For shares in demat mode, you have to send <ul style="list-style-type: none"> <li>✓ Notarized copy of the death certificate</li> <li>✓ Transmission Request form (TRF)</li> </ul> to the Depository Participant (DP)</li> <li>• For physical shares, you may be asked to send any of the below documents; <ul style="list-style-type: none"> <li>✓ Original Share certificates.</li> <li>✓ Duly filled Transmission Request Form (TRF).</li> <li>✓ An affidavit / declaration by the nominee declaring his</li> </ul> </li> </ul> </li> </ol>

		<p>rights.</p> <ul style="list-style-type: none"> <li>✓ Notarized copy of the death certificate. to the Registrar and Share Transfer Agent (RTA)</li> </ul> <p>2. <u>Where there is no nomination:</u></p> <ul style="list-style-type: none"> <li>• <u>Shares held in Demat mode:</u> Where value of the shares is upto Rs one lac, one or more of the following documents is to be furnished to the DP; <ul style="list-style-type: none"> <li>✓ Notarized copy of the death certificate</li> <li>✓ Transmission Request Form(TRF)</li> <li>✓ Affidavit – to the effect of the claim of legal ownership to the shares,</li> <li>✓ Deed of indemnity – Indemnifying the depository and Depository Participants (DP)</li> <li>✓ NOC* from legal heir(s), if applicable or family settlement deed duly executed by all legal heirs of the deceased beneficial owner</li> </ul> </li> </ul> <p>Where value is more than Rs one lac, the DP may additionally insist on one or more of the following documents</p> <ul style="list-style-type: none"> <li>✓ Surety form</li> <li>✓ Succession certificate</li> <li>✓ Probated will</li> <li>✓ Letter of Administration</li> </ul> <ul style="list-style-type: none"> <li>• <u>Shares held in Physical mode:</u> The RTA may insist on any of following documents; <ul style="list-style-type: none"> <li>✓ Original Share certificates.</li> <li>✓ Duly filled Transmission Request Form (TRF).</li> <li>✓ Notarized copy of the death certificate.</li> <li>✓ Succession certificate or</li> <li>✓ Probate or letter of administration duly attested by Court Officer or Notary</li> </ul> </li> </ul> <p>* In case of multiple successors, NOC from non-applicants shall be recorded on the share transmission form of the applicant instead of insisting separate share transmission form from each of the successors.</p> <p># Transmission of shares is required to be done within a period of <u>one month</u> for share held in physical form and within <u>seven days</u> for shares held in Demat form, from the date of lodgment of the Transmission Request Form by listed companies.</p>
25	Registrar to issue /	The list of SEBI registered Registrar/Share Transfer Agent is

	share transfer agent addresses	available on the SEBI website. The web link for the same is given below;  <a href="http://www.sebi.gov.in/pmd_mb.jsp?listCode=R">http://www.sebi.gov.in/pmd_mb.jsp?listCode=R</a>						
26	Whether the shares of companies are listed or not?	The details of the shares of companies, which are listed are available in the website of the stock exchanges.						
27	Trading in Shares of the company is suspended. Please advice.	<p>Companies may be suspended from trading on various grounds such as;</p> <p>a) Non payment of listing fees. b) Non fulfillment of listing agreement. etc.</p> <p>Shares of the company are listed and traded on the Stock Exchange, subject to compliance with the listing agreement. The stock Exchange can suspend the company if it does not comply with the same.</p> <p>As the company is suspended from the Stock Exchange, it will not be possible for you to trade in these shares through the Stock Exchange.</p> <p>You will be able to encash the value of your shares if you are able to find a willing buyer for your shares.</p>						
28	Contact details & Jurisdiction of SEBI's Offices	<p>The contact details and jurisdiction of SEBI offices is given in the table below.</p> <table border="1"> <tr> <td>SEBI (Head Office) SEBI Bhavan Plot No.C4-A,'G' Block,Bandra Kurla Complex, Bandra (East), Mumbai 400051 Tel : +91-22-26449000 / 40459000 Fax : +91-22-26449016-20 / 40459016-20 E-mail : sebi@sebi.gov.in</td> <td>Maharashtra, Madhya Pradesh, Chhatisgarh, Goa, Diu, Daman and Dadra &amp; Nagar Haveli.</td> </tr> <tr> <td>SEBI Northern Regional Office 5th Floor, Bank of Baroda Building,16, Sansad Marg, New Delhi - 110 001. Tel. Board: +91-11-23724001-05 Fax: +91-11-23724006. E-mail : sebinro@sebi.gov.in</td> <td>Haryana, Himachal Pradesh, Jammu and Kashmir, Punjab, Uttar Pradesh, Chandigarh, Uttarakhand and Delhi.</td> </tr> <tr> <td>SEBI</td> <td>Andhra Pradesh,</td> </tr> </table>	SEBI (Head Office) SEBI Bhavan Plot No.C4-A,'G' Block,Bandra Kurla Complex, Bandra (East), Mumbai 400051 Tel : +91-22-26449000 / 40459000 Fax : +91-22-26449016-20 / 40459016-20 E-mail : sebi@sebi.gov.in	Maharashtra, Madhya Pradesh, Chhatisgarh, Goa, Diu, Daman and Dadra & Nagar Haveli.	SEBI Northern Regional Office 5th Floor, Bank of Baroda Building,16, Sansad Marg, New Delhi - 110 001. Tel. Board: +91-11-23724001-05 Fax: +91-11-23724006. E-mail : sebinro@sebi.gov.in	Haryana, Himachal Pradesh, Jammu and Kashmir, Punjab, Uttar Pradesh, Chandigarh, Uttarakhand and Delhi.	SEBI	Andhra Pradesh,
SEBI (Head Office) SEBI Bhavan Plot No.C4-A,'G' Block,Bandra Kurla Complex, Bandra (East), Mumbai 400051 Tel : +91-22-26449000 / 40459000 Fax : +91-22-26449016-20 / 40459016-20 E-mail : sebi@sebi.gov.in	Maharashtra, Madhya Pradesh, Chhatisgarh, Goa, Diu, Daman and Dadra & Nagar Haveli.							
SEBI Northern Regional Office 5th Floor, Bank of Baroda Building,16, Sansad Marg, New Delhi - 110 001. Tel. Board: +91-11-23724001-05 Fax: +91-11-23724006. E-mail : sebinro@sebi.gov.in	Haryana, Himachal Pradesh, Jammu and Kashmir, Punjab, Uttar Pradesh, Chandigarh, Uttarakhand and Delhi.							
SEBI	Andhra Pradesh,							

		<p>Southern Regional Office D' Monte Building, 3rd Floor, 32 D' Monte Colony, TTK Road, Alwarpet, Chennai: 600018. Tel : +91-44-24674000/24674150 Fax: +91-044-24674001 E-mail : sebisro@sebi.gov.in</p>	<p>Karnataka, Kerala, Tamilnadu, Pondicherry and Lakshwadeep &amp; Minicoy Islands.</p>
		<p>SEBI Eastern Regional Office L&amp;T Chambers, 3rd Floor, 16 Camac Street, Kolkata 700 017 Tel : +91-33-23023000 Fax: +91-33-22874307. E-mail : sebiero@sebi.gov.in</p>	<p>Assam, Bihar, Manipur, Meghalaya, Nagaland, Orissa, West Bengal, Arunachal Pradesh, Mizoram, Tripura, Sikkim, Jharkhand and Andaman &amp; Nicobar Islands.</p>
		<p>SEBI Ahmedabad Regional Office Unit No: 002, Ground Floor SAKAR I, Near Gandhigram Railway Station Opp. Nehru Bridge Ashram Road Ahmedabad - 380 009 Telephone: 079-26583633-35 Fax: 079-26583632 E-mail : sebiaro@sebi.gov.in</p>	<p>Gujarat and Rajasthan</p>
29	How can I lodge complaint with SEBI	<p>The investor can lodge a complaint with SEBI in any of the following modes:</p> <ul style="list-style-type: none"> <li>• Call to Investor Helpline 91-22-26449188/ 26449199 / 40459188 / 40459199.</li> <li>• E-mail (investorcomplaints@sebi.gov.in).</li> <li>• Visit SEBI Office (HO)</li> <li>• Letter to SEBI</li> <li>• Lodge online complaint at the web link given below</li> </ul> <p><a href="http://investor.sebi.gov.in/complaints%20form/lodge%20index.htm">http://investor.sebi.gov.in/complaints%20form/lodge%20index.htm</a></p>	

**Disclaimer:** The information has been compiled to present the reader with a broad understanding of the subject and is general in nature. The contents do not purport to explain or interpret Acts, Circulars, Rules, Regulations and Guidelines.



