

## Online Processing of Investor Service Requests and Complaints by the Company's RTA

Dear Shareholders,

Pursuant to SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/37 dated May 7, 2024, the Company's Registrar & Transfer Agent (RTA), **MUFG Intime India Private Limited** (Formerly known as Link Intime India Private Limited), has launched an **online investor service portal 'SWAYAM'**.

This portal has been developed to facilitate as a seamless, digital platform for shareholders to submit service requests and complaints, track their progress in real-time, and receive timely updates.

**You can access the portal at:**

⇒ <https://swayam.in.mpms.mufg.com/>

### Key Functionalities of the Online Portal:

- Submit various service requests including:
  - KYC update
  - PAN correction
  - Nominee registration or modification
  - Bank detail update
  - Other investor-related service request
- Track the status of submitted requests in real-time
- Receive timely email notifications on the progress of each request

### Salient Features of the System:

- Investors can raise service requests directly through the portal following a secure authentication process, which includes OTP (One-Time Password) validation via email.
- After successful registration, investors can:
  - Select **Goa Carbon Limited** from the company dropdown
  - Lodge their service requests or complaints
  - Monitor the real-time status of each submission
- Requests/complaints can be submitted by:
  - Uploading duly filled, SEBI-prescribed standard forms, or
  - Completing fillable forms provided directly on the portal
- Once documents are uploaded, a **Unique Reference Number (URN)** is generated and shared via the registered email.
- Investors can use the URN along with the required validation to track the status of their request or complaint.

- Email alerts will be sent at each stage of the resolution process until the issue is resolved.

Should you have any queries, please feel free to contact our RTA's investor relations department at:

**MUFG Intime India Private Limited**

(Formerly Link Intime India Private Limited)

C-101, Embassy 247, L.B.S. Marg, Vikhroli (West), Mumbai - 400 083.

Tel: +91 810 811 6767

Email: [rnt.helpdesk@in.mpms.mufg.com](mailto:rnt.helpdesk@in.mpms.mufg.com)

### **Extension of timelines for providing 'choice of nomination' in eligible demat accounts**

SEBI vide its circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2023/193 dated December 27, 2023 (Copy appended below) has further extended the last date from December 31, 2023 till June 30, 2024 for submission of choice of nomination for demat account holders.

Further, SEBI vide its circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/81 dated June 10, 2024 (Copy appended below) has for ease of compliance and investor convenience, decided for existing investors/ unitholders:

- Non-submission of 'choice of nomination' shall not result in freezing of Demat Accounts as well as Mutual Fund Folios.
- Securityholders holding securities in physical form shall be eligible for receipt of any payment including dividend, interest or redemption payment as well as to lodge grievance or avail any service request from the RTA even if 'choice of nomination' is not submitted by these securityholders.
- Payments including dividend, interest or redemption payment withheld presently by the Listed Companies/RTAs, only for want of 'choice of nomination' shall be processed accordingly.

**CIRCULAR**

**SEBI/HO/MIRSD/POD-1/P/CIR/2023/193**

**December 27, 2023**

**To**

**All Recognized Stock Exchanges**

**All Recognized Depositories**

**All Mutual Funds**

**All Asset Management Companies (AMCs)**

**All Trustee Companies/ Board of Trustees of Mutual Funds**

**Stock Brokers (Trading Members) through Recognized Stock Exchanges**

**Depository Participants through Depositories**

**All Registered Registrars to an Issue and Share Transfer Agents (RTAs)**

**All Listed Companies through Recognized Stock Exchanges**

**Association of Mutual Funds in India (AMFI)**

Dear Sir / Madam,

**Subject: Extension of timelines for providing 'choice of nomination' in eligible demat accounts and mutual fund folios**

1. SEBI, vide circular nos. SEBI/HO/MIRSD/POD-1/CIR/2023/158 dated September 26, 2023 and SEBI/HO/IMD/IMD-I POD1/P/CIR/2023/160 dated September 27, 2023, extended the last date for submission of 'choice of nomination' for demat accounts and mutual fund folios respectively to December 31, 2023.
2. Based on representations received from the market participants, for ease of compliance and investor convenience, it has been decided to extend the last date for submission of 'choice of nomination' for demat accounts and mutual fund folios to **June 30, 2024**.
3. Depository Participants, AMCs and RTAs shall encourage the demat account holders/ mutual fund unit holders to fulfil the requirement for nomination/opting out of nomination by sending a communication on fortnightly basis by way of emails and SMS to all such demat account holders/ mutual fund unit holders who are not in compliance with the requirement of nomination. The communication shall provide guidance to provide nomination or opting out of nomination.

4. Stock Exchanges, Depositories, AMCs, RTAs and Listed Companies are further advised to:
  - a) take necessary steps to implement the provisions of this circular, including making necessary amendment to the relevant bye-laws / business rules / regulations / operational instructions, as the case may be;
  - b) bring the provisions of this circular to the notice of their respective constituents and also disseminate this circular on their websites;
  - c) communicate to SEBI, the status of the implementation of the provisions of this circular; and
  - d) monitor the compliance of this circular.
5. All other provisions related to requirement of Nomination as provided in SEBI Master Circular No. SEBI/HO/IMD/IMD-PoD-1/P/CIR/2023/74 dated May 19, 2023 for Mutual Funds and SEBI Master Circular No. SEBI/HO/MRD/MRD-PoD-2/P/CIR/2023/166 dated October 06, 2023 for Depositories shall remain unchanged.
6. This circular is issued in exercise of powers conferred by Section 11(1) of the Securities and Exchange Board of India Act, 1992, read with Section 19 of the Depositories Act, 1996 and Regulation 77 of SEBI (Mutual Funds) Regulations, 1996, to protect the interests of investors in securities and to promote the development of, and to regulate the securities market.
7. This circular is available on SEBI website at [www.sebi.gov.in](http://www.sebi.gov.in) under the categories "Legal Framework -> Circulars".

Yours faithfully,

**Srishti Ambokar**  
**Deputy General Manager**  
**Market Intermediaries Regulation and Supervision Department**  
**Tel. No. 022-2644 9354**  
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## CIRCULAR

SEBI/HO/MIRSD/POD-1/P/CIR/2024/81

June 10, 2024

To

All Recognized Stock Exchanges

All Recognized Depositories

All Mutual Funds

All Asset Management Companies (AMCs)

All Trustee Companies/ Board of Trustees of Mutual Funds

Stock Brokers (Trading Members) through Recognized Stock Exchanges

Depository Participants through Depositories

All Registrars to an Issue and Share Transfer Agents (RTAs)

All Listed Companies through Recognized Stock Exchanges

Association of Mutual Funds in India (AMFI)

Dear Sir / Madam,

**Subjects:**

**(a) Ease of Doing Investments- Non-submission of 'Choice of Nomination'**

**(i) Doing away with freezing of Demat Accounts and Mutual Fund Folios for existing investors;**

**(ii) To remove freeze on payment of corporate benefits and service of physical folios;**

**(b) Only 3 fields to be provided mandatorily for updating Nomination Details**

1. SEBI, vide circular no. SEBI/HO/MIRSD/POD-1/CIR/2023/193 dated December 27, 2023 extended the last date for submission of 'choice of nomination' for demat accounts and mutual fund folios to **June 30, 2024** failing which demat accounts/folios shall be frozen for debits.
2. Further, as provided in Master Circular for RTAs dated May 07, 2024, the security holders holding securities in physical form whose folio(s) do not have PAN, Choice of Nomination, Contact Details, Bank Account Details and Specimen Signature updated, shall be eligible:
  - 2.1. to lodge grievance or avail any service request from the RTA only after furnishing PAN, KYC details and Nomination.
  - 2.2. for any payment including dividend, interest or redemption payment in respect of such folios, only through electronic mode with effect from **April 01, 2024**. An intimation shall be sent by the Listed Company to the security holder that such

payment is due and shall be made electronically only upon complying with the above requirements.

3. Based on representations received from the market participants, for ease of compliance and investor convenience, the following has been decided for existing investors/ unitholders:
  - 3.1. Non-submission of 'choice of nomination' shall not result in freezing of Demat Accounts as well as Mutual Fund Folios.
  - 3.2. Securityholders holding securities in physical form shall be eligible for receipt of any payment including dividend, interest or redemption payment as well as to lodge grievance or avail any service request from the RTA even if 'choice of nomination' is not submitted by these securityholders.
  - 3.3. Payments including dividend, interest or redemption payment withheld presently by the Listed Companies/RTAs, only for want of 'choice of nomination' shall be processed accordingly.
4. Notwithstanding the above, all new investors/unitholders shall continue to be required to mandatorily provide the 'Choice of Nomination' for demat accounts/ MF Folios (except for jointly held Demat Accounts and Mutual Fund Folios).
5. All existing investors/ unitholders are encouraged, in their own interest, to provide 'choice of nomination' for ensuring smooth transmission of securities held by them as well as to prevent accumulation of unclaimed assets in securities market. The formats for providing Nomination and Opting-out of Nomination both in case of Demat Account and MF Folios are provided at **Annexure-A and Annexure-B** respectively of this circular.
6. In case of demat accounts, Depository Participants and in case of mutual fund folios, AMCs and RTAs shall encourage the demat account holders/ mutual fund unit holders to update 'choice of nomination' by sending a communication on fortnightly basis by way of emails and SMS to all such demat account holders/ mutual fund unit holders who have not provided the 'choice of nomination'. The communication shall provide guidance for demat account holders/ mutual fund unit holders to provide 'choice of nomination'.
7. Further, to encourage the existing investors to provide 'choice of nomination', a pop-up shall be provided on web/mobile application/platform to the investors by Depositories and Depository Participants while logging into the Demat Account and by AMCs (including MF RTAs, other platforms providing online execution services)

while logging into their MF account. This pop-up may be shown only to those clients whose MF Folios/demat account(s) do not have 'choice of nomination'.

8. The provisions of this circular, except clause 7 above, shall come into effect immediately in supersession of existing provisions. Further, Clause 7 of this circular shall be applicable from **October 01, 2024**.
9. Stock Exchanges, Depositories, AMCs, RTAs and Listed Companies are further advised to:
  - a) take necessary steps to implement the provisions of this circular, including making necessary amendment to the relevant bye-laws / business rules / regulations / operational instructions, as the case may be;
  - b) bring the provisions of this circular to the notice of their respective constituents and also disseminate this circular on their websites;
  - c) communicate to SEBI, the status of the implementation of the provisions of this circular; and
  - d) monitor the compliance of this circular.
10. All other provisions related to requirement of Nomination as provided in SEBI Master Circular No. SEBI/HO/IMD/IMD-PoD-1/P/CIR/2023/74 dated May 19, 2023 for Mutual Funds, SEBI Master Circular No. SEBI/HO/MRD/MRD-PoD-2/P/CIR/2023/166 dated October 06, 2023 for Depositories and SEBI Master Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/37 dated May 07, 2024 for RTAs shall remain unchanged.
11. This circular is issued in exercise of powers conferred under Section 11(1) of the Securities and Exchange Board of India Act, 1992, read with Section 19 of the Depositories Act, 1996 and Regulation 77 of SEBI (Mutual Funds) Regulations, 1996 and SEBI (Registrars to an Issue and Share Transfer Agents) Regulations, 1993, to protect the interests of investors in securities and to promote the development of, and to regulate the securities market.
12. This circular is available on SEBI website at [www.sebi.gov.in](http://www.sebi.gov.in) under the categories "Legal Framework -> Circulars".

Yours faithfully,

**Aradhana Verma**  
**General Manager**  
**Market Intermediaries Regulation and Supervision Department**  
**Tel. No. 022-2644 9354**  
Email id – [aradhanad@sebi.gov.in](mailto:aradhanad@sebi.gov.in)



## Annexure-A

### Format for providing Nomination

I/We wish to make a nomination. [As per details given below]				
<b>Nomination Details</b>				
I/We wish to make a nomination and do hereby nominate the following person(s) who shall receive all the assets held in my / our account in the event of my / our death.				
<b>Nomination can be made upto three nominees in the account.</b>		<b>Details of 1<sup>st</sup> Nominee</b>		<b>Details of 2<sup>nd</sup> Nominee</b>
<b>Mandatory Details</b>				
1	<b>Name of the nominee(s) (Mr./Ms.)*</b>			
2	<b>Share of each Nominee</b>	Equally <small>[If not equally, please specify percentage]</small>	%	%
			<i>Any odd lot after division shall be transferred to the first nominee mentioned in the form.</i>	
3	<b>Relationship With the Applicant ( If Any)</b>			
* Date of Birth and Name of Guardian to be provided in case of minor nominee(s)				
<b>Non-mandatory Details</b>				
4	<b>Address of Nominee(s)/ Guardian in case of Minor</b>  City / Place: State & Country:  PIN Code			
5	<b>Mobile / Telephone No. of nominee(s)/ Guardian in case of Minor</b>			
6	<b>Email ID of nominee(s)/ Guardian in case of Minor</b>			
7	<b>Nominee/ Guardian (in case of Minor) Identification details – [Please tick any one of following and provide details of same]</b>  <input type="checkbox"/> Photograph & Signature <input type="checkbox"/> PAN <input type="checkbox"/> Aadhaar <input type="checkbox"/> Saving Bank account no. <input type="checkbox"/> Proof of Identity <input type="checkbox"/> Demat Account ID			
<b>Name(s) of holder(s)</b>				<b>Signature(s) of holder*</b>

Sole / First Holder (Mr./Ms.)		
Second Holder (Mr./Ms.)		
Third Holder (Mr./Ms.)		

\* Signature of witness, along with name and address are required, if the account holder affixes thumb impression, instead of signature.

**Note:**

This nomination shall supersede any prior nomination made by the account holder(s), if any.

The Intermediary shall provide acknowledgement of the nomination form to the account holder(s)

**Annexure-B**

**Declaration for opting-out of nomination**

I / We hereby confirm that I / We do not wish to appoint any nominee(s) in my / our MF Folio/ demat account and understand the issues involved in non-appointment of nominee(s) and further are aware that in case of death of all the account holder(s), my / our legal heirs would need to submit all the requisite documents / information for claiming of assets held in my / our MF Folio / demat account, which may also include documents issued by Court or other such competent authority, based on the value of assets held in the MF Folio / demat account.

**Name and Signature of Holder(s)\***

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

\* Signature of witness, along with name and address are required, if the account holder affixes thumb impression, instead of signature.

## KYC update and Payment of dividend through electronic mode only

We bring to your notice the provisions of SEBI circular SEBI/HO/MIRSD/POD1/P/CIR/2023/181 dated November 17, 2023. (Copy appended below)

SEBI, vide circular no. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023 (now rescinded due to issuance of Master Circular for Registrars to an Issue and Share Transfer Agents dated May 17, 2023) had simplified norms for processing investor's service request by RTAs and for furnishing PAN, KYC details and Nomination.

SEBI had received representations from the Registrars' Association of India, feedback from investors, and to mitigate unintended challenges on account of freezing of folios and referring frozen folios to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002.

The Master Circular for Registrars to an Issue and Share Transfer Agents dated May 17, 2023 has been amended by SEBI as follows:

1. Reference to the term 'freezing/ frozen' has been deleted.
2. Referral of folios by the RTA/listed company to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002, has been done away with.

Henceforth, folio without PAN, KYC details and nomination

1. will not be frozen
2. will not be referred to administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002.

However, in Folios without PAN, KYC details and Nomination i.e. wherein any one of the cited document/ details are not available, then...

1. The share holder(s) of such folio(s) shall be eligible to lodge grievance or avail any service request from the RTA on or after January 1, 2024 only upon completely complying with the requirements of furnishing PAN, KYC details and Nomination
2. The payment of dividend will be only through electronic mode with effect from April 1, 2024.

Investors who have not furnished PAN, KYC may furnish their details with the Registrar and Transfer Agent (RTA) of the Company.

Details of Company RTA

**MUFG Intime India Private Limited**

(Formerly Link Intime India Private Limited)

Unit: **Goa Carbon Limited**

C-101, Embassy 247, L.B.S. Marg, Vikhroli (West), Mumbai - 400 083.

Tel: +91 810 811 6767

Email: [rnt.helpdesk@in.mpms.mufg.com](mailto:rnt.helpdesk@in.mpms.mufg.com)

Website: <https://in.mpms.mufg.com>

**CIRCULAR****SEBI/HO/MIRSD/POD-1/P/CIR/2023/181****November 17, 2023****To**

**All registered Registrars to an Issue and Share Transfer Agents (RTAs)  
All Listed Companies through Recognized Stock Exchanges  
Recognized Stock Exchanges  
All Recognized Depositories  
Depository Participants through Depositories**

Dear Sir / Madam,

**Simplified norms for processing investor's service requests by RTAs and  
norms for furnishing PAN, KYC details and Nomination**

1. SEBI, vide circular no. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023 (*now rescinded due to issuance of Master Circular for Registrars to an Issue and Share Transfer Agents dated May 17, 2023*) had simplified norms for processing investor's service request by RTAs and for furnishing PAN, KYC details and Nomination.
2. Based on representations received from the Registrars' Association of India, feedback from investors, and to mitigate unintended challenges on account of freezing of folios and referring frozen folios to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002, it has been decided to do away with the above provisions. Accordingly, para 19.2 of the Master Circular for Registrars to an Issue and Share Transfer Agents dated May 17, 2023 has been amended as follows:
  - 2.1. Reference to the term 'freezing/ frozen' has been deleted.
  - 2.2. Referral of folios by the RTA/listed company to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002, has been done away with.
3. Stock Exchanges, Depositories, RTAs and listed companies are advised to:
  - 3.1. comply with the conditions laid down in this circular;
  - 3.2. make necessary amendments to the relevant bye-laws, rules and regulations, operational instructions, as the case may be, for the implementation of the above circular; and

- 3.3. bring the provisions of this circular to the notice of their constituents and also disseminate the same on the website.
- 3.4. communicate and create awareness amongst stakeholders.
4. This circular shall come into force with immediate effect.
5. This circular is issued in exercise of powers conferred by Section 11(1) of the Securities and Exchange Board of India Act, 1992 to protect the interests of investors in securities and to promote the development of, and to regulate the securities market.
6. This circular is available on SEBI website at [www.sebi.gov.in](http://www.sebi.gov.in) under the categories "Legal Framework -> Circulars".

Yours faithfully,

**Aradhana Verma**  
**General Manager**  
**Market Intermediaries Regulation and Supervision Department**  
**Tel. No. 022-2644 9633**  
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**Sub.: Standard Operating Procedures (SOP) for dispute resolution under the  
Stock Exchange arbitration mechanism for disputes between a Listed  
Company and/or Registrars to an Issue and Share Transfer Agents (RTAs)  
and its Shareholder(s)/Investor(s)**

**Ref.: SEBI Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/76 dated May 30, 2022**

Dear Shareholder,

SEBI has vide its Circular dated May 30, 2022, issued a Standard Operating Procedure (SOP) for dispute resolution under Stock Exchanges Arbitration Mechanism, for dispute redressal between the Listed Company / Registrar and Share Transfer Agents (RTA) and its shareholder(s) / investor(s).

The Arbitration Mechanism shall be initiated post exhausting all actions for resolution of complaints including those received through SEBI SCORES Portal.

Accordingly, if you have any dispute against the Company and/or its RTA on delay or default in processing your request, you can file for arbitration with Stock Exchange.

For more details, kindly refer to the following web links of the stock exchanges:

BSE - [https://www.bseindia.com/static/investors/arbitration\\_mechanism.aspx](https://www.bseindia.com/static/investors/arbitration_mechanism.aspx)

NSE - <https://www.nseindia.com/invest/about-arbitration>

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**Sub.: Furnishing of PAN, KYC details and Nomination by holders of physical securities  
Ref.: SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2023/37 dated March 16, 2023**

Dear Shareholder,

The Securities Exchange Board of India (SEBI) has, vide Circular dated March 16, 2023, mandated the below:

- ▶ Furnishing of PAN, email address, mobile number, bank account details and nomination by holders of physical securities,
- ▶ Any service request shall be entertained only upon registration of the PAN, Bank details and the nomination,
- ▶ To ensure that your PAN linked to Aadhaar by March 31, 2023 or any other date as may be specified by the Central Board of Direct Taxes to avoid freezing of your folio.

We gather from the records of our Registrars & Transfer Agents (RTA) i.e., M/s Link Intime India Private Limited that many of our shareholders holding shares in physical form have not furnished some of the mandatory documents/details.

In this regard, we request you to fill the requisite forms accordingly and return the same along with required documents to enable our RTA to process your request.

Please note that the prescribed forms are available and can be downloaded from the website of our RTA at <https://web.in.mpms.mufg.com/KYC-downloads.html>

**Freezing of Folios without PAN, KYC details and Nomination:**

- ▶ Folios wherein any one of the said document / details are not available on or after October 01, 2023, shall be frozen and you will not be eligible to lodge grievance or avail service request from the RTA and not eligible for receipt of 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.

Further, you may get in touch with our RTA for any queries or assistance, if any.

**MUFG Intime India Private Limited**

(Formerly Link Intime India Private Limited)

Unit: **Goa Carbon Limited**

C-101, Embassy 247, L.B.S. Marg, Vikhroli (West), Mumbai - 400 083.

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