



## **Regulation of Common and Simplified Norms for processing Investor Service requests for Physical Shareholders**

Norms for processing investors service requests by physical shareholders.

As an ongoing measure to enhance the ease of doing business for investors in the securities market, the following norms shall be applicable vide the SEBI Circular dated November 3, 2021:

- Common and simplified norms for processing investor service requests pertaining to furnishing of PAN, KYC and nomination details by Registrar and Transfer Agent (RTA);
- Electronic interface for processing investor's queries, complaints and service requests;
- Mandatory furnishing of PAN, KYC details and nomination by holders of physical securities;
- Freezing of folios without valid PAN, KYC details and nomination;
- Compulsory linking of PAN and Aadhaar by all holders of physical securities;

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

### **A) Form for availing Investor Services**

Form ISR-1\* is applicable for all requests to register PAN, KYC details or changes/update thereof for securities held in physical mode.

### **B) Updation of Signature**

For updating the signature of the shareholder, 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 in the prescribed forms given below:

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

### **D) Form ISR-4\* - Request for Issue of Duplicate Certificate and Other Service Requests**

#### **Contact details of RTA**

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Unit: Abbott India Limited  
Selenium Tower B, Plot 31-32, Gachibowli,  
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*\*All the above forms are available under Investor Download Centre on the website of the Company.*