

**THE RAMCO CEMENTS LIMITED**

**SYSTEM OPERATING  
PROCEDURES / POLICY FOR  
HANDLING INVESTOR  
GRIEVANCE**



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## **THE RAMCO CEMENTS LIMITED**

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## **SYSTEM OPERATING PROCEDURES / POLICY FOR HANDLING INVESTOR GRIEVANCE**

### **SECTION : 1 – BACKGROUND**

#### **SECURITIES**

##### **A. Equity Shares**

The Company's Equity Shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE). The Company's Equity Shares are under compulsory trading in demat form only.

##### **B. Non-Convertible Debentures**

The Company's privately placed Non-Convertible Debentures (NCDs) are listed on the Debt Segment of BSE. The NCDs are issued in demat form.

##### **C. Commercial Papers**

The Company's privately placed Commercial Papers (CP) are listed on the Debt Segment of BSE. The CPs are issued in demat form.

#### **OBJECTIVE**

The objective of the Policy is to



- a. build Investor Grievance redressal mechanism.
- b. promote investor friendly relations.
- c. increase the investor confidence.
- d. provide machinery to query or record grievance.
- e. ensure visibility and accessibility of investor grievance process to all the stakeholders
- f. ensure confidentiality of investors' information unless required for addressing the grievance
- g. ensure clear accountability for resolution and reporting of grievance
- h. classify and differentiate queries, requests and complaints, etc. and respond accordingly.
- i. serve as a feedback mechanism

#### GRIEVANCE HANDLING MECHANISM

1. The Company has established an in-house mechanism for all investor services and grievances handling.
2. The Company Secretary is the Compliance Officer entrusted with the responsibility of implementation of this policy and also to ensure compliance of all statutory requirements relating to investors.
3. The Company has a designated email ID [investorrelations@ramcocements.co.in](mailto:investorrelations@ramcocements.co.in) for handling investor grievances to which investor can submit their grievances. This e-mail ID is mentioned on every communication of the Company to the shareholders and is also available on the website of the Company.
4. The Compliance Officer is responsible for ensuring provision of prompt and effective services to shareholders and monitoring the dedicated email address of the Company for investor grievances.
5. The following are treated as grievances, for the purpose of reporting to stock exchanges in accordance with LODR.



- a. Investor grievances received through SEBI Complaints Redressal System (SCORES) Portal of SEBI.
  - b. Investor grievances received through Stock Exchanges.
  - c. Investor grievances received through Ministry of Corporate Affairs.
  - d. Investor grievances received through any other Regulatory Authorities.
  - e. Any legal notices and subsequent actions relating to the legal notices, received on behalf of the security holders.
  - f. Online Dispute Resolution (ODR) Portal.
6. In terms of the requirements of Section 178(5) of the Companies Act, 2013 and Regulation 20 of LODR, the Company has constituted the Stakeholders' Relationship Committee (SRC). The SRC functions under the Chairmanship of an Independent Director.

The role of the SRC shall *inter-alia* include the following:

- a. Resolving the grievances of the security holders of the Company including complaints related to transfer/transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates, general meetings etc.
- b. Reviewing of measures taken for effective exercise of voting rights by shareholders.
- c. Reviewing of adherence to the service standards adopted by the Company in respect of various services being rendered.
- d. Reviewing of the various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend/annual reports/statutory notices by the shareholders of the company.
- e. Addressing of any other investor grievances.



The Company follows the following timelines for redressal of investor requests / queries / grievances:

Particulars	Turnaround Time
Queries relating to non-receipt of dividend, etc.	Within 15 days
Demat requests	Within 15 days
Remat requests	Within 15 days
Other requests - such as change of address, non-receipt of annual report and updation of KYC details, etc.	Within 7 days
Issue of Entitlement Letter for claiming shares / dividends from IEPF	Within 15 days
Filing of E-Verification Report	Within 10 days
Grievances as enumerated at Point No: 5 above	Within 15 days

Note: The turnaround time starts on the day the Company receives all the necessary documents and applies both for approval and rejection of the requests.

7. Review of the summary of activities of the securities transactions are being submitted to the Board and the Status Report on Investors' Grievances is being placed before the Stakeholders Relationship Committee from time to time.
8. The Company's Secretarial Auditors carry out Reconciliation of Share Capital Audit once in a quarter, Internal Audit on Depository Operations once in six months and Audit of other investors related secretarial functions in pursuance of statutory requirements.
9. Pursuant to Regulation 13(3) of LODR, every quarter the Company files a statement regarding status of investor complaints with the stock exchanges.
10. The Company sends reminders with indemnity forms, to the shareholders where the dividends remain unclaimed. These reminders are sent annually and also before the dividends / shares are liable to be transferred



to IEPF. The due dates for transfer of unclaimed dividend to IEPF are furnished in the Notice to the Members for the AGM to remind them to claim the dividend in time.

11. In accordance with Circulars issued by SEBI, the forms to be used for furnishing information / documents are made available at our website. [Click here](#) to access the same.
12. The investors are welcome to give an on-line feedback about various investor services offered by the Company. [Click here](#) to provide feedback.
13. The contact details for all the investor related services are given in Schedule – I.



## **SECTION : 2 – NORMS FOR PROCESSING INVESTORS’ SERVICE REQUESTS**

1. The following shall be the standard operating procedures for processing investors’ service requests, based upon the Circulars No:  
SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated 3<sup>rd</sup> November 2021;  
SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/8 dated 25<sup>th</sup> January 2022;  
SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/65 dated 18<sup>th</sup> May 2022  
all issued by SEBI.

### **2.1 Minor mismatch in signature**

- a) In case of minor mismatch in the signature of the securities holder as available in the folio of the Company and the present signature, the Company, while processing the service request, shall intimate the holder by Speed post about the minor mis-match in signature, providing timeline of 15 days for raising objection, if any. In the absence of any objection, the service request shall be processed.
- b) If the letter returns undelivered or if there is an objection, as aforesaid, the Company shall obtain signature verification by the banker before proceeding the service request.

### **2.2 Major mismatch in signature or Signature Card is not available**

In case of major mismatch in the signature of the holder as available in the folio of the Company and the present signature or if the same is not available with the Company, then the holder / claimant shall furnish original cancelled cheque and banker’s attestation of the signature as per Form ISR-2.





## 2.3 Mismatch in name

a) For minor mismatch in name between any two set of documents presented by holder / claimant for any service request, the Company shall additionally obtain any one of the following documents, explaining the difference in names;

- \* Unique Identification Number (UID) (Aadhaar)
- \* Valid Passport
- \* Driving license
- \* PAN card with photograph
- \* Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions.
- \* Marriage certificate
- \* Divorce decree

## 2.4 Furnishing of PAN

a) It is mandatory for all holders and claimants of physical securities to furnish PAN and the Company may verify PAN details through the facility as may be provided by the Income Tax Department (ITD), if made available to the Company.

## 2.5 Documents for Proof of Address

2.5.1 The Company shall obtain any one of the following documents from the holder / claimant, if the address is not available in the folio or for processing the request for its change;

- a) Valid Passport / Registered Lease or Sale Agreement of Residence / Driving License / Flat Maintenance bill.
- b) Utility bills like Telephone Bill (only land line), Electricity bill or Gas bill - Not more than 3 months old.



- c) Identity card / document with address, issued by any of the following: Central/State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions
- d) For FII / sub account, Power of Attorney given by FII / sub-account to the Custodians (which are duly notarized and / or apostilled or consularised) that gives the registered address should be taken.
- e) The proof of address in the name of the spouse.
- f) Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.

2.5.2 The Company shall forthwith send intimation about the request for change in address to the holder at both the old and new addresses by Speed post, providing, timeline of 15 days for raising objection, if any.

- a) In the absence of any objection, the request shall be processed.
- b) If any one of the letter returns undelivered or if there is an objection, the Company shall obtain any one of the documents mentioned above reflecting the old address as available in the folio or counterfoil of dividend warrant received from the company or bank statement showing credit of dividend.

## 2.6 Self-attestation to replace Affidavits, Attestation / Notarization

For all service request, except transmission, copies of documents that are submitted in hard copy shall be processed by the Company only if the same is self-attested by the holder(s), with date. The Company shall not insist on affidavits or attestation / notarization of documents.



## 2.7 Indemnity

Company shall not insist on indemnity for any service request, unless the same is specially provided in the Companies Act, 2013 or the Rules issued thereunder or in SEBI Regulations or circulars issued thereunder.

## 2.8 Form for availing investor services

Company shall process investor service requests by accepting the duly filled up request Form ISR-1. The Company had made this form available in its website.

## 2.9 KYC details across all folios of the holder, maintained by the Company

Company shall update the PAN and KYC details across all the folios of the holder managed by it, upon specific authorization for the same from the holder, as provided in Form ISR-1.

In this regard, Company shall update the folio(s) of the holder with the information on

- 1) present address,
- 2) bank details,
- 3) E-mail address and
- 4) mobile number from the details available in the Client Master List (CML), if the holder / claimant provides the CML.

## 2.10 Mode for providing documents / details by investors

The Company shall enable the holder / claimant to provide the aforesaid document / details by any one of the following mode;

- a) through 'In Person Verification' (IPV): the authorized person of the Company shall verify the original documents furnished by the investor and retain copy(ies) with IPV stamping with date and initials



- b) through hard copies which are self-attested and dated
- c) through electronic mode with e-sign, as elaborated subsequently.

2.11 Timelines for registering of / updation of / change in PAN, KYC and nomination:

Company shall process any of the aforesaid request from the holder, within seven working days of receipt of the complete documents / details.

However, as provided in the Rule 19 (10) of the Companies (Share Capital and Debenture) Rules, 2014, as amended from time to time, the cancellation or change in nomination shall take effect from the date on which the intimation for the same is received by the Company.

2.12 Display of contact details of Company

Company had provided the complete contact details (viz. postal address, phone numbers and e-mail address etc.) in its website. The same shall also be provided in the website of the stock exchange(s) in which it is listed. Company shall arrange to update the same forthwith, as and when there is a change.

2.13 All objections by Company in once instance

While processing complaints or service request, the Company shall raise all objections, if any / at all, in one instance only; the additional information may be sought only in case of any deficiency / discrepancy in the documents / details furnished by the holder.

3. Electronic interface for processing queries, complaints and service request



3.1 In addition to responding to queries, complaints and service request through hard copies, the Company shall also process the same received through e-mails, provided that it is received from the e-mail address of the holder which is already registered with the Company. Additionally, in the case of service requests, the documents furnished shall have e-sign of the holder(s) / claimant(s)

3.2 Through service portal of the Company

In case the Company is offering on-line processing of service request through its portal, then the holder may submit his / her request or complaint through this portal, using appropriate credential for login and password. The scanned copies of the documents furnished shall have e-sign.

The Company shall also use the electronic / on-line mode for communicating with the holder / claimant for speedier processing.

4. Mandatory furnishing of PAN, KYC details and Nomination by holders of physical securities

4.1 It shall be mandatory for all holders of physical securities in listed company to furnish the following documents / details to the Company;

a) PAN

b) Nomination (for all eligible folios)

Details of nomination shall be furnished in hard copy or through electronic mode with e-signature, as follows;

i. Either,

\* Nomination through Form SH-13 as provided in the Rules 19 (1) of Companies (Shares capital and debenture) Rules, 2014 or



- \* 'Declaration to Opt-out', as per Form ISR-3
- ii. In case of cancellation of nomination by the holder(s) through Form SH-14, then 'Declaration to Opt-out' shall be provided by the holder(s)
- iii. Securities holder(s) can change their nominee through Form SH-14

The Company has made available these three forms in its website.

c) Contact details

Postal address with PIN, Mobile number, E-mail address

Company shall obtain the folio number from the mobile number and E-mail address provided by the holder, so as to validate the same.

d) Bank account details (bank name and branch, bank account number, IFS code)

Upon receipt or updation of bank details, the Company shall suo-moto, pay electronically, all the moneys of / payments to the holder that were remaining unclaimed / unpaid.

e) Specimen signature

4.2 With effect from 3<sup>rd</sup> November 2021, the Company shall obtain documents / details of PAN, KYC details and Nomination, wherever, the same is not available in the folio, while processing any service requests or complaint from the holder(s) / claimant(s).

5. Compulsory linking of PAN and Aadhaar by all holders of physical securities



5.1 With effect from July 1, 2023 or any other date as may be specified by the CBDT, the Company shall

- a) accept only valid PANs and
- b) also verify that the PAN in the existing folios are valid; i.e. whether it is linked to the Aadhaar number of the holder.

In this regard, the Company may use of the PBV facility from the service providers of ITD.

6. Intimation to securities holders

The Company will disseminate the requirement of the holders of physical securities to furnish valid PAN, KYC details and Nomination, on its website. The Company shall also directly intimate its securities holders about folios which are incomplete viz. the aforesaid requirement.

7.1 The Company will issue the securities in dematerialised form only (vide Gazette Notification no. SEBI/LAD-NRO/GN/2022/66 dated January 24, 2022) while processing the following service request.

- i. Issue of duplicate securities certificate;
- ii. Claim from Unclaimed Suspense Account;
- iii. Renewal / Exchange of securities certificate;
- iv. Endorsement;
- v. Sub-division / Splitting of securities certificate;
- vi. Consolidation of securities certificates/folios;
- vii. Transmission;
- viii. Transposition;



- 7.2 The securities holder/claimant shall submit duly filled up Form ISR-4 (available in the Company's website at <https://ramcocements.net/ramcocements/investor%20services/investor%20services.html>) along with the documents / details specified therein. For items no. iii to viii in paragraph 8.1 above, the Company will obtain the original securities certificate(s) for processing of service requests.
- 7.3 The Company shall verify and process the service requests and thereafter issue a 'Letter of confirmation' in lieu of physical securities certificate(s), to the securities holder/claimant within 30 days of its receipt of such request after removing objections, if any.
- 7.4 The operational guidelines are detailed in the Annexure – A.
8. TRANSMISSION
- 8.1 The Operational Guidelines for processing investor's service request for the purpose of transmission of securities are provided in Annexure – B.
- 8.2 A Ready Reckoner listing out the documents required for transmission of securities, in case of demise of the sole holder, is provided in Annexure – C.
9. Framework for handling of investor grievances received through SCORES by the company
- a. The Company shall resolve the Complaint and upload the "Action Taken Report" (ATR) on SCORES within 21 days of receipt of the Complaint. The ATR of the Company will be automatically routed to the complainant.





- b. First review of the Complaint:
- i. In case the complainant is satisfied with the resolution provided by the Company vide the ATR or complainant does not choose to review the Complaint, the Complaint shall be disposed on SCORES. However, if the complainant is not satisfied, the complainant may request for a review of the resolution provided by the Company within 15 days from the date of the ATR.
  - ii. In case the complainant has requested for a review of the resolution provided by the Company or the Company has not submitted the ATR within the stipulated time of 21 days, the Stock Exchange shall take cognizance of the Complaint for first review of the resolution through SCORES. The Stock Exchange shall take up the first review with the Company, wherever required. The Company shall submit the ATR to the Stock Exchange within the time stipulated by the Stock Exchange.
  - iii. The Stock Exchange may seek clarification on the ATR submitted by the Company for the first review. The Company shall provide clarification to the Stock Exchange, wherever sought and within such timeline, as the Stock Exchange may stipulate. The Stock Exchange shall stipulate the timeline in such a manner to ensure that the Stock Exchange submits the revised ATR to the complainant on SCORES within 10 days of the review sought.
  - iv. The Stock Exchange shall be responsible for taking non-enforcement actions including issuing advisories, caution letters for non-redressal of investor grievances and referring to SEBI for enforcement actions.
- c. Second Review of the Complaint:
- i. The complainant may seek a second review of the Complaint within 15 days from the date of the submission of the ATR by the Stock Exchange. In case the complainant is satisfied with the ATR provided by the Stock Exchange or complainant does not choose to review the Complaint within the period of 15 days, the Complaint shall be disposed on SCORES.



- ii. In case the complainant is not satisfied with the ATR provided by the Stock Exchange or the Stock Exchange has not submitted the ATR within 10 days, SEBI may take cognizance of the Complaint for second review through SCORES.
  - iii. SEBI may take up the review with stakeholders involved, including the Company / Stock Exchange. The Company or/and Stock Exchange shall take immediate action on receipt of second review complaint from SEBI and submit revised ATR to SEBI through SCORES, within the timeline specified by SEBI.
  - iv. SEBI or the Stock Exchange (as the case may be) may seek clarification on the ATR submitted by the Company for SEBI review complaint. The Company shall provide clarification to the Stock Exchange and/or SEBI, wherever sought and within such timeline as specified. The second review Complaint shall be treated as 'resolved' or 'disposed' or 'closed' only when SEBI 'disposes' or 'closes' the Complaint in SCORES. Hence, mere filing of ATR with respect to SEBI review complaint will not mean that the SEBI review complaint is disposed.
10. Action for failure to redress investor complaints by the Company:
- a. The procedure and actions mentioned below shall only be applicable for categories of complaints placed at Schedule – II.
  - b. The BSE Limited, the Designated Stock Exchange for the Company (DSE) shall levy a fine of Rs.1,000/- per day per complaint on the listed company for violation of Regulation 13(1) of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 (LODR Regulations) read with SEBI circular No. SEBI/HO/CFD/CMD/CIR/P/2020/12 dated January 22, 2020.
  - c. DSE shall issue a notice intimating the Company about the levy of fines while also directing it to submit ATRs on the pending complaints and payment of the fines within 15 days from the date of such notice.



- d. In case the Company fails to redress the grievances and/or pay fine levied within 15 days from the date of such notice, the DSE shall issue notices to the promoter(s) of the company, to ensure submission of ATRs on the pending complaints and payment of fines by the company within 10 days from the date of such notice.
- e. In case the Company fails to comply with the aforesaid requirement and/or pay fine levied within the stipulated period as per the notices, the DSE shall forthwith intimate the depositories to freeze the entire shareholding of the promoter(s) in the company as well as all other securities held in the demat account of the promoter(s).
- f. The depository(ies) shall immediately freeze such demat accounts and also intimate the promoter(s) about the details of non-compliances resulting in freezing of their demat accounts.
- g. In case the Company fails to pay the fine or resolve the complaint despite receipt of the notice as stated above, the DSE may initiate other action as deemed appropriate.
- h. While issuing the aforementioned notices, the DSE shall also send intimation to other recognized stock exchange(s) where the shares of the company are listed.
- i. The fine shall be computed and levied on a monthly basis during the non-compliance period.
- j. Amount of fine shall continue to accrue till the date of filing of ATR to the effect of redressal of grievance by the company or till the company is compulsorily delisted, whichever is earlier.
- k. Upon exhaustion of all options as mentioned hereinabove, and if the number of pending complaints exceed 20 or the value involved in such complaints is more than Rs.10 lakhs, stock exchanges shall forward all the complaints against the Company to SEBI for further action, if any.



- l. Stock exchanges may deviate from the above procedure and actions, if found necessary, only after recording reasons in writing.
  - m. Stock exchanges shall intimate SEBI through SCORES about all actions taken against the company for non-resolution of the complaints and non-payment of fines.
  - n. The time-line for the actions to be taken by stock exchanges for non-resolution of investor grievances is provided in Schedule - III.
11. The Company shall review the Investors' grievances redressal mechanism from time to time to further strengthen the same and rectify shortcomings. The review will be based on
- a. feedback from investors
  - b. advices from Stock Exchanges
  - c. advices from SEBI
  - d. regulatory guidelines



### **SECTION : 3 – ON-LINE RESOLUTION OF DISPUTE MECHANISM FOR INVESTORS**

1. The following shall be the standard operating procedures for On-line Resolution of Dispute Mechanism for Investors (ODR), based upon the Circulars No:

NSDL/CIR/II/31/2023 dated 17<sup>th</sup> August 2023 issued by NSDL and SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated 20<sup>th</sup> September 2023 issued by SEBI

2. Securities and Exchange Board of India ("SEBI") vide its Circular No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145 dated July 31, 2023 (as updated) has introduced on-line Resolution of Disputes mechanism for holders of securities by establishing an On-line Dispute Resolution Portal ("ODR Portal") which harnesses on-line Conciliation and on-line Arbitration for resolution of disputes arising in the Indian Securities Market.

The link to the circular :

[https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)

Resolution for disputes between Investors and the Company arising out of latter's activities, can be pursued in accordance with the said Circular.

An On-line ODR Portal, called the SMART ODR has been established for this purpose. The link to access the portal is

<https://smartodr.in/login>

An Investor can lodge its complaint directly to the Company, escalating it further through SCORES, before initiating dispute resolution through the ODR Portal or alternatively, can directly initiate dispute resolution through the ODR Portal, provided no complaint is pending at any level or with any court, tribunal, consumer forum or before any arbitral process or SCORES or the Company or is not under CIRP-IBC or winding up or liquidation.



Under ODR Portal, the complaint will first be routed through Conciliation process. In case of non-resolution through the Conciliation process or if the parties to the dispute desire, the matter can be escalated to Arbitration process.

The entire process will be conducted in the on-line mode and in accordance with SEBI Circulars from time to time.

A Pictographic representation of the process for handling of complaints received through SCORES platform is available in Schedule – IV.



#### **SECTION : 4 – CONFIRMATION OF DEMAT REQUESTS**

1. The following shall be the standard operating procedures for confirmation of demat requests, based upon Circular No: NSDL/CIR/II/33/2023 dated 17<sup>th</sup> August 2023 issued by NSDL.
2. Before confirming the demat requests, all the data of DRF will be verified, including Name of the Security Holder, DNR, Signature of the Security Holder, Number of Shares, Face Value of the Shares, etc.
3. In case, the Company has multiple ISINs, the appropriate ISIN should be ensured for processing.
4. The Company has no securities which are convertible into equity, which would result in mismatch of share capital, when an erroneous confirmation is made.
5. There are adequate checks and balances available, which would be strictly adhered to, while processing the demat requests.
6. In case of erroneous confirmation of demat requests, rectification corporate action will be initiated through the depository for the correction of the error.



## **SECTION : 5 – MECHANISM FOR REPORTING THE DEMISE OF AN INVESTOR**

The following shall be the Standard Operating Procedures on the Mechanism for reporting the demise of an investor through KYC Registration Agencies (KRAs), based upon Circular No: SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/0000000163 dated 3<sup>rd</sup> October 2023 issued by SEBI.

The Company would establish a connectivity to provide the beneficial access to a centralised mechanism as per above circular issued by SEBI, to its investors (This facility will be available for investors holding securities in physical form only if their PAN is available in the folio) holding securities in physical form.

### **1. Verification of Death Certificate**

Upon receipt of intimation about the demise of an investor from a joint account holder(s) or nominee(s) or legal representative or family member (hereinafter, collectively referred to as 'notifier(s)'), the Company shall obtain the death certificate along with the PAN from the notifier and carry out the following steps;

- a. Verify the death certificate (to be completed by the next working day of its receipt)
  - i. Online viz. the website of the issuing Government authority, or
  - ii. Offline: OSV ('Original Seen and Verified') process by the Company

The Company shall treat the OSV of the death certificate accompanied with the PAN of deceased investor, received electronically along with the credentials of the notifier (including his / her PAN) and the validation report from an Investor Service Centre (ISC) of the Stock Exchange or Depository (Market Infrastructure Institution [MII]), to be on par with the Company's OSV.

- b. Record and retain self-certified copy of proof of identity, relationship with deceased and contact details of the notifier.





2. If the Company, after receiving information about the demise of the investor from the notifier or after inferring (Upon receipt of inquiry for transmission or any letter addressed to the investor being returned undelivered with the remark 'deceased' or discovery by the intermediary through re-KYC or Customer Due Diligence done as per its AML / Risk Management practice.) the same, does not have access to or is not in a position to obtain the death certificate, then it shall carry out the following steps;
  - a. Intimate [By using all the contact details of the investor available in its records, including postal address, e-mail address, mobile & land line numbers and also that of the nominee of the investor, to reach out to the notifier(s) / nominee(s)] the investor, notifier(s), or the nominee(s) that the KYC status of the investor has been flagged off as "On Hold" and require them to furnish the death certificate of the concerned investor.
  - b. Upon receipt of the death certificate, the Company shall follow the steps as per paragraph 1 above.

#### Updation of records in the KRA system by the Intermediary

3. After verification of the death certificate, the Company shall:
  - a. Submit a 'KYC modification request' to the KRA that "information on death of investor received; death certificate verified" and also upload the relevant documents, which include the verified death certificate, validation report, credentials of the notifier, etc.
  - b. Block all debit transactions, including all non-financial transactions in the account / folios of the deceased investor.

For joint accounts, the specified mode of operation shall be adhered to, and if the account is operated on Either OR Survivor, or Anyone or Survivor, etc. (i.e. modes other than joint mode), the account operation in such mode shall continue.



4. In case the death certificate is not received, the Company shall (by the next working day of the intimation):
  - a. Submit a 'KYC modification request' in the KRA system, "information on death of investor received; confirmation awaited".
5. Obligations of the KRA
  - 5.1 The KRA, upon receipt of 'KYC modification' request from the Company as per paragraph 3 above, shall carry out the following steps;
    - a. Independent validation and verification by the next working day of receipt of modification request:
      - i. perform independent validation and verification using details available in its system and source validation / verification wherever feasible
      - ii. contact other linked intermediaries also to check if they have any update in this regard and status of account maintained by them
    - b. Upon validation of the death certificate, the KRA, shall update the KYC record as "Blocked Permanently" in the system and intimate this updation to all linked intermediaries.
    - c. For KYC modification requests received as per paragraph 4 above, the KRA shall flag off the KYC of the investor as "On Hold", and update this status to all linked intermediaries.
    - d. If KRA finds some errors / issues with the modification request as aforesaid, it shall consult with the Company and share details of its observations and accordingly update the KYC status to "Modification Rejected and Clear i.e. Validated" or "Blocked Permanently", as the case may be, by the next working day.



- e. The KRAs shall put in place systems, protocols and procedures to operationalize this circular and the same shall be uniform across all KRAs.
6. Intimation on Transmission of assets of the deceased investor
  - 6.1 Upon receipt of notification from KRA as “Blocked Permanently”, the Company and the Depository Participant shall:
    - a. Immediately block all debit transactions in the account / folios of the deceased investor and
    - b. Intimate the notifier / nominee, within 5 days about the procedure for transmission, provide the transmission request form and the list of documents required for the transmission. In case of joint account/s, the Company shall intimate the surviving joint account holder(s) as aforesaid.
7. Transaction request in accounts / folios flagged off as “On Hold”
  - 7.1 If there is any transaction request received by the Company in the folio held by it, which is flagged off as “On Hold”, it shall allow the transaction only after conducting additional due diligence as may be appropriate, including through video call with the investor or In-Person Verification (IPV) (the record of such interaction shall be duly preserved by the Company for a period of seven years) which would serve to establish that the investor is alive.
8. In case where the information about demise of the investor is proven to be incorrect when the Company is able to establish contact with the concerned investor, the Company shall submit a ‘KYC modification request’ in the KRA system as, “intimation of death of investor is false” and also upload a report of its additional due diligence to the KRA. This shall be done on the same day in order to avoid any inconvenience to the investor.
9. The KRA shall in turn, revert the status of the KYC to ‘Clear or Validated’ and issue this update to all linked intermediaries, all on the same day.



#### Other obligation of the Company

10. The Company having folio(s) of investors whose status has been updated as deceased by the KRA, shall submit the data w.r.t. intimation of transmission as per paragraph 6 b. above, and its outcome thereof, to SEBI, in the format as may be prescribed.
11. The SOP shall be made available on the website of the Company.



## **Annexure – A**

### **Operational guidelines for processing investors' service request for dematerialization of securities**

- a. After verifying and processing the request, the Company shall intimate the securities holder/claimant about its execution / issuance of new certificate as may be applicable, by way of issuing Letter of Confirmation ("letter") (Format at Annexure A1) in lieu of Share certificate/s provided by such securities holder/claimant.
- b. The letter shall, inter-alia, contain details of folio and demat account number (if available) of the securities holder/claimant.
- c. The letter shall be sent by the Company through Registered / Speed Post to the securities holder/claimant. Additionally, the Company may send such letter through e-mail with e-sign and / or digital signature.
- d. Within 120 days of issue of the letter, the securities holder/claimant shall submit the demat request, along with the original letter or a copy of the email with e-sign and/or digital signature, as the case may be, to the Depository Participant (DP).
- e. The Company shall issue a reminder after the end of 45 days and 90 days from the date of issuance of Letter of Confirmation, informing the securities holder/claimant to submit the demat request as above, in case no such request has been received by the Company.
- f. In case of the securities which are required to be locked in, the Company while approving / confirming the demat request, shall incorporate / intimate the Depository about the lock-in and its period.
- g. In case of non-receipt of demat request from the securities holder/claimant within 120 days of the date of Letter of Confirmation, the shares will be credited to Suspense Escrow Demat Account of the Company.



- h. The Company shall retain the physical securities as per the existing procedure and deface the certificate with a stamp “Letter of Confirmation Issued” on the face / reverse of the certificate, subsequent to processing of service request.
- i. Depository Participant shall generate the demat request on the basis of Letter of Confirmation and forward the same to the Company for processing the demat request.
- j. The format of the Letter of Confirmation is given Annexure – A1.



**Annexure – A1**

(Will be issued in the letterhead of the Company)

Date : \_\_\_\_\_

To

Name :

Address:

Dear Sir,

**LETTER OF CONFIRMATION**

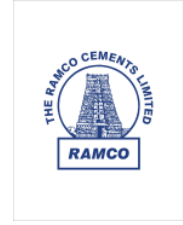
Sub: Issuance of Securities in dematerialized form in case of Investor Service Request

Name of the Company : THE RAMCO CEMENTS LIMITED

ISIN : INE331A01037

We refer to the request received from you for issuance of securities in your name. We would like to inform you that the request has been approved as detailed below:

Name of first holder & PAN Joint holder 1 & PAN Joint holder 2 & PAN	
Number of shares	
Folio Number	
Certificate number	
Distinctive numbers	
Lock-In	Yes or No. If yes, lock-in from ___/___/_____ till ___/___/_____ (DD/MM/YYYY)



As you may be aware, SEBI vide Gazette Notification no. SEBI/LAD-NRO/GN/2022/66 dated January 24, 2022, has mandated that the shares that are issued pursuant to investor service request shall henceforth be issued in demat mode only and hence the security certificates (wherever applicable) are retained at our end.

Accordingly, within 120 days of this letter, please request your Depository Participant (DP) to demat these shares using the Dematerialization Request Form (DRF). Please fill the DRF with the details mentioned in this letter, sign it and present this letter in original to your DP along with the DRF for enabling your DP to raise a Demat Request Number (DRN). In case you do not have a demat account, kindly open one with any DP. Please note that you can open Basic Service Demat Account at minimal / nil charges.

Please note that this letter is valid only for a period of 120 days from the date of its issue within which you have to raise demat request with the DP as above. Any request for processing demat after the expiry of aforesaid 120 days will not be entertained and as per the operating guidelines issued by SEBI, the subject shares shall be transferred to a Suspense Escrow Demat Account of the company.

Thanking you,

Yours faithfully,  
For **THE RAMCO CEMENTS LIMITED,**

**K.SELVANAYAGAM**  
**SECRETARY**





## **Annexure – B**

### **Operational Guidelines for processing investors' service request for transmission of securities**

1. The operational guidelines for processing of investor service requests for the purpose of transmission of securities are as under:
  - a. The following formats may be used by the Security Holders:
    - (i) Transmission Request Form (“TRF”) – (Annexure B1),
    - (ii) Affidavit made on non-judicial stamp paper, to the effect of identification and claim of legal ownership to the securities (“Affidavit”) – (Annexure B2),
    - (iii) Indemnity Bond made on non-judicial stamp paper of appropriate value (“Indemnity Bond”) – (Annexure B3), and
    - (iv) No objection certificate from all legal heirs conveying their Non Objection for such transmission (“NOC”) – (Annexure B4).
  - b. After verifying and processing the request, the Company shall intimate the claimant(s) about its execution as may be applicable, by way of issuing a Letter of Confirmation (Format at Annexure A1).
  - c. The Company shall retain the physical securities as per the existing procedure and deface the certificate with a stamp “Letter of Confirmation Issued” on the face / reverse of the certificate, subsequent to processing of service request.
  - d. The Letter of Confirmation shall, inter-alia, contain details of folio and demat account number (if available) of the claimant(s).
  - e. The Letter of Confirmation shall be sent by the Company through Registered / Speed Post to the claimant(s) and / or a digitally signed copy of the Letter of Confirmation shall be sent by the Company to the claimant(s) through e-mail.



- f. Within 120 days of issue of the Letter of Confirmation, the claimant(s) should submit the demat request, along with the original Letter of Confirmation or the digitally signed copy of the Letter of Confirmation, to his / her Depository Participant (“DP”).
- g. The DP shall generate the demat request on the basis of the Letter of Confirmation and forward the same to the Company for processing the demat request.
- h. In case of the securities which are required to be locked in, the Company while approving / confirming the demat request, shall incorporate / intimate the Depository about the lock-in and its period.
- i. The Company shall issue a reminder after the end of 45 days and 90 days from the date of issuance of the Letter of Confirmation, informing the claimant(s) to submit the demat request as above, in case no such request has been received by the Company.
- j. In case of non-receipt of demat request from the claimant(s) within 120 days of the date of issue of the Letter of Confirmation, the securities shall be credited to Suspense Escrow Demat Account of the Company.



**Annexure – B1**

**ISR – 5**

**Request for Transmission of Securities by Nominee or Legal Heir**  
(For Transmission of securities on death of the Sole holder)

The Company Secretary  
The Ramco Cements Limited  
“Auras Corporate Centre”, 5<sup>th</sup> Floor  
No:98-A, Dr.Radhakrishnan Road  
Mylapore, Chennai – 600 004.

Name of the Claimant(s)								
In case, the claimant is a minor – Date of Birth of the Minor *	D	D	M	M	Y	Y	Y	Y
Name of the Guardian								

Relationship with Minor #	Father											
	Mother											
	Court Appointed Guardian *											
PAN (Multiple PAN may be entered)	✓	X	X	X	X	X	9	9	9	9	X	Claimant(s) / Guardian
	KYC Acknowledgement attached											
	KYC form attached											
Tax Status #	Resident Individual											
	Resident Minor (through Guardian)											
	NRI											
	PIO											
	Others											

\* Please attach relevant proof

# Tick in the relevant box

I/We, the claimant(s) named hereinabove, hereby inform you about the demise of the below mentioned Securities Holder(s) and request you to transmit the securities held by the deceased holder(s) in my/our favour in my/our capacity as

–



	Nominee
	Legal Heir
	Successor to the Estate of the deceased
	Administrator of the Estate of the deceased

No	Name of the deceased holder(s)	Date of Demise **
1		
2		

\*\*Please attach certified copy of Death Certificate.

Securities(s) & Folio(s) in respect of which Transmission of securities is being requested

No	Name of the Company	Folio No.	No. of securities	% of Claim @
1	The Ramco Cements Limited			

@As per Nomination OR as per the Will/Probate/Succession Certificate/Letter of Administration/ Legal Heirship Certificate (or its equivalent certificate)/ Court Decree, if applicable.

Contact details of the Claimant (s)

Mobile No	+	9	1											
Tel. No.														
Email Address														

Address (Please note that address will be updated as per address on KYC form / KYC Registration Agency records)

Address Line 1	
Address Line 2	
City	
State	
PIN	



### Bank Account Details of the Claimant

Bank Name											
Account Number											
11 Digit IFSC											
9 Digit MICR No											
Name of Bank Branch											
City											
PIN											

Please attach & tick ✓

<input type="checkbox"/>	Cancelled cheque with claimant's name printed OR
<input type="checkbox"/>	Claimant's Bank Statement/Passbook (duly attested by the Bank Manager)

I/We also request you to pay the UNCLAIMED amounts, if any, in respect of the deceased securities holder(s) by direct credit to the bank account mentioned above.

Additional KYC information (Please tick✓ whichever is applicable)

### Occupation

<input type="checkbox"/>	Private Sector Service	<input type="checkbox"/>	Public Sector Service
<input type="checkbox"/>	Government Service	<input type="checkbox"/>	Business
<input type="checkbox"/>	Professional	<input type="checkbox"/>	Agriculturist
<input type="checkbox"/>	Retired	<input type="checkbox"/>	Home Maker
<input type="checkbox"/>	Student	<input type="checkbox"/>	Forex Dealer
<input type="checkbox"/>	Others (Please specify)		



The Claimant is

	a Politically Exposed Person
	Related to a Politically Exposed Person
	Neither (Not applicable)

Gross Annual Income – Rs.

	Below 1 Lac		1 – 5 Lacs
	5-10 Lacs		10-25 Lacs
	25 Lacs-1 crore		> 1 crore

FATCA and CRS information

Country of Birth	
Place of Birth	
Nationality	

Are you a tax resident of any country other than India?

Yes

No

If Yes, please mention all the countries in which you are resident for tax purposes and the associated Taxpayer Identification Number and its identification type in the column below

Country	Tax-Payer Identification Number	Identification Type

Nomination@ (Please ✓ one of the options below)



I/We DO NOT wish to make a nomination. (Please tick ✓ if you do not wish to nominate anyone)

I/We wish to make a nomination and hereby nominate the person/s more particularly described in the attached Nomination Form ([Click here to download](#)) to receive the securities held in my/our folio in the event of my / our death.

@ Guardian of a minor is not allowed to make a nomination on behalf of the minor.

#### Declaration and Signature of the Claimant(s)

I/We have attached herewith all the relevant / required documents as indicated in the attached Ready Reckoner as per Annexure C.

I/We confirm that the information provided above is true and correct to the best of my knowledge and belief.

I/We undertake to keep The Ramco Cements Limited informed about any changes/modification to the above information in future and also undertake to provide any other additional information as may be required by it.

I/We hereby authorize The Ramco Cements Limited to provide/ share any of the information provided by me/us including my holdings in the The Ramco Cements Limited to any governmental or statutory or judicial authorities / agencies as required by law without any obligation of informing me/us of the same.

Place	Signature of the Claimant(s)
Date	



Documents Attached (Please tick ✓ whichever is applicable)

- Copy of Death Certificate of the deceased holder
- Copy of Birth Certificate (in case the Claimant is a minor)
- Copy of PAN Card of Claimant / Guardian
- KYC Acknowledgement OR
- KYC form of Claimant
- Cancelled cheque with claimant's name printed OR
- Claimant's Bank Statement/Passbook
- Nomination Form duly completed
- Annexure B2 - Individual Affidavits given by each Legal Heir
- Original security certificate(s)
- Annexure B3 - Bond of Indemnity furnished by Legal Heirs
- Annexure B4 - NOC from other Legal Heirs





## Annexure – B2

Individual Affidavits to be given by ALL the Legal Heirs OR Legal Heirs named in Succession Certificate\*/ Probate of Will\*/ Will\*/ Letter of Administration\*/ Legal Heirship Certificate\*(or its equivalent certificate)\*/Court Decree\*

(For Transmission of securities on death of Sole Holder where NO NOMINATION has been registered)

Each Deponent (legal heir) shall sign separate Affidavits.

(To be executed on a non-judicial stamp of appropriate value and Notarised)

I, \_\_\_\_\_, S/o. / D/o. / W/o. / H/o. \_\_\_\_\_, residing at \_\_\_\_\_,  
do hereby solemnly affirm and state on oath as follows.

That Mr. /Mrs. \_\_\_\_\_@ (“the deceased holder”)  
held the following securities in his / her name as single holder:

No	Company Name	Folio No.	No. of securities held
1	The Ramco Cements Limited		

That the aforesaid deceased holder died intestate leaving behind him/her, the following persons as the only surviving heirs as per the Succession Certificate/ Legal Heirship Certificate(or its equivalent certificate)/Court Decree dated \_\_\_\_\_ / according to the Law of Intestate Succession by which he/she was governed at the time of his/her death and without registering any nominee. \*

OR

That the aforesaid deceased holder died leaving behind the following persons as the legatees as per the Will/ Probated Will/ Letter of Administration dated \_\_\_\_\_ and without registering any nominee. \*

A copy of the Succession Certificate\*/ Probate of Will\*/ Will\*/ Letter of Administration\*/ Legal Heirship Certificate\*(or its equivalent certificate)\*/ Court Decree\* is attached herewith.



No	Name of the Legal Heir(s)	Address and Contact Details	Age	Relationship with the Deceased
1				
2				
3				

That among the aforesaid legal heirs, Master/ Kum. \_\_\_\_\_ aged \_\_\_\_\_ years is a minor and is being represented by Mr./Ms. \_\_\_\_\_ \$ being his / her father / mother / legal guardian.

Signature of the Deponent:

X \_\_\_\_\_

---

#### **VERIFICATION**

I hereby solemnly affirm and state that what is stated herein above is true and correct and nothing has been concealed therein and that I am competent to contract and entitled to rights and benefits of the abovementioned securities of the deceased.

**Solemnly affirmed at**

**Signature of the Deponent:**

X \_\_\_\_\_

---

**Signed before me**

Place: \_\_\_\_\_

Date : \_\_\_\_\_

X \_\_\_\_\_  
Signature of Notary with Official Seal of  
Notary & Regn. No.

\* *strikeout whichever is not applicable*  
@ = *Name of the deceased security holder*  
\$ = *Name of the Guardian*



### Annexure – B3

Note: To be executed in the presence of a Public Notary / Gazetted Officer

**[Indemnity Bond for Transmission of Securities on death of  
Sole Securities' Holder, where no nomination has been registered]**

We,

(1) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / D/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years, residing at \_\_\_\_\_,

(2) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / D/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years, residing at \_\_\_\_\_,

(3) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / D/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years, residing at \_\_\_\_\_,

(4) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / D/o. / W/o. / H/o.. \_\_\_\_\_, aged \_\_\_\_\_ years, residing at \_\_\_\_\_,

(5) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / D/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years, residing at \_\_\_\_\_,

do hereby solemnly affirm and state on oath as follows:

That Mr. / Mrs. / Ms. \_\_\_\_\_ was holding the following securities:

Name of the Company	Certificate No	Distinctive Nos		Folio No	No. of Securities held
		From	To		
The Ramco Cements Limited					



That the aforesaid deceased holder died intestate on DD / MM / YYYY, without registering any nominee, leaving behind him / her the following persons as the only surviving legal heirs, according to the laws of intestate succession applicable to him / her by which he / she was governed at the time of his / her death.

No	Name of the Legal Heirs	Address and Contact Details	Age	Relationship with the Deceased
1				
2				
3				
4				
5				

OR

That the aforesaid deceased holder died on DD / MM / YYYY, without registering any nominee, leaving behind him / her the following persons as the only surviving legal heirs, according to the laws of testamentary succession.

No	Name of the Legal Heirs	Address and Contact Details	Age	Relationship with the Deceased
1				
2				
3				
4				
5				

Therefore, We, the Legal Heirs and deponents herein, have approached The Ramco Cements Limited with a request to transmit the aforesaid securities in the name of the \_\_\_\_\_, on our behalf, without insisting on production of a Succession Certificate/ Probate of Will / Letter of Administration or any Court order, for which we execute an indemnity as is herein contained and on relying on the information herein given by us, believing the same to be true.

In consideration therefore of our request to transmit the above said securities to the name of the undersigned \_\_\_\_\_ legal heir/claimant, we hereby jointly and severally agree and undertake to indemnify and keep indemnified, saved, defended, harmless, The Ramco Cements Limited and its successors and assigns for all time hereafter against all losses, costs, claims, actions, demands, risks, charges, expenses, damages, etc., whatsoever which they may suffer and/or incur by reason of transferring the said securities as herein above mentioned, at our request to the undersigned \_\_\_\_\_ legal heir/claimant without insisting on production of a Succession Certificate / Probate of Will / Letter of Administration or any Court order.



IN WITNESS WHEREOF the said

1) Mr. /Ms. \_\_\_\_\_ (Name and signature of the witness) \_\_\_\_\_

And

2) Mr. /Ms. \_\_\_\_\_ Name and signature of the witness \_\_\_\_\_ #, have hereunto set their respective hands and seals this day of \_\_\_\_\_.

Signed and delivered by the said legal heir/s.

No	NAME OF THE LEGAL HEIRS	SIGNATURE
1		
2		
3		
4		
5		

Signed before me

at: \_\_\_\_\_

on: \_\_\_\_\_

Signature of Notary

Official stamp & seal of the Notary & Regn. No.:



## Annexure – B4

Note: To be executed in the presence of a Public Notary / Gazetted Officer  
[To be submitted in non-judicial stamp paper of appropriate value]  
No-Objection Certificate from the Legal Heir(s)

### DECLARATION

We,

(1) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years,  
residing at \_\_\_\_\_  
\_\_\_\_\_

(2) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years,  
residing at \_\_\_\_\_  
\_\_\_\_\_

(3) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years,  
residing at \_\_\_\_\_  
\_\_\_\_\_

(4) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years,  
residing at \_\_\_\_\_  
\_\_\_\_\_

(5) Mr. / Mrs. / Ms. \_\_\_\_\_, S/o. / W/o. / H/o. \_\_\_\_\_, aged \_\_\_\_\_ years,  
residing at \_\_\_\_\_  
\_\_\_\_\_

the legal heir(s) of late \_\_\_\_\_ declare as follows –

(i) That the above named deceased holder was holding the following securities in his / her name as single holder:

No	Name of the Company	Folio No.	No. of securities held
1	The Ramco Cements Limited		



- (ii) That the deceased had died intestate on D D / M M / Y Y Y Y and without registering any nominee.
- (iii) That the following Claimant has applied for the transmission of the aforesaid securities:

No	Name of the Claimant	Address and Contact Details	Age	Relationship with the Deceased
1				

- (iv) That, we are the legal heirs of the deceased holder, apart from the Claimant who has applied for transmission of the aforesaid securities and our details are as follows:

No	Name of the Legal Heirs	Address and Contact Details	Age	Relationship with the Deceased
1				
2				
3				
4				
5				

- (v) We hereby declare that, we do not desire to make any claim in respect of the title to the aforesaid securities held by the deceased and we hereby wilfully relinquish & renounce all our rights in respect of the aforesaid securities and shall have no legal claim upon said securities in future.
- (vi) Accordingly, we declare that we have NO OBJECTION WHATSOEVER in The Ramco Cements Limited transmitting the aforesaid securities in favour of the Claimant  
\_\_\_\_\_
- (vii) We hereby state that whatever is stated herein above are true to the best of our knowledge and nothing has been concealed therein.

Name(s) and Signature(s) of Legal Heir(s) who are Non – Claimant(s):

No	NAME OF THE LEGAL HEIRS	SIGNATURE



## VERIFICATION

We hereby solemnly affirm and state that what is stated herein above is true to our knowledge and nothing has been concealed therein and that we are competent to contract and entitled to rights and benefits of the above mentioned securities.

Solemnly affirmed at \_\_\_\_\_

Deponent(s) (1) \_\_\_\_\_





## Annexure - C

### READY RECKONER: DOCUMENTS REQUIRED FOR TRANSMISSION OF SECURITIES

Sr. No.	Documents required for transmission	Sole holder deceased & nomination registered	Sole holder deceased & nomination <u>not</u> registered
1.	Transmission Request Form	<b>Annexure B1</b>	<b>Annexure B1</b>
2.	Original death certificate or Copy of death certificate attested by a notary public / gazette officer or copy of the death certificate attested by thenominee(s) /claimant(s)/ legal heir(s),subject to verification with original by the RTA/ Listed Issuer	✓	✓
3.	Self-attested copy of Permanent Account Number Card of the nominee(s)/ claimant(s) / legal heir(s) issued by the Income Tax Department	✓	✓
4.	Copy of Birth Certificate (in case the nominee/claimant/legal heir is a minor)	✓	✓
5.	KYC of the Claimant Guardian (in case of nominee /claimant being a minor / of unsound mind). (If not KYC compliant)	✓	✓
6.	Original security certificate(s)	✓	✓
7.	Notarized affidavit from all legal heir(s) made on non-judicial stamp paper of appropriate value on identity and claim of ownership, as per the format provided in <b>Annexure B2</b> .	<b>NA</b>	✓
8.	In case the legal heir(s)/claimant(s) are named in the Succession Certificate or Probate of Will or Will or Letter of Administration or Legal Heirship Certificate(or its equivalent certificate), instead of the document mentioned in point 7 above, an Affidavit from such legal heir(s)/claimant(s), duly Notarised and as per the format provided in <b>Annexure B 2</b> , shall be sufficient.	<b>NA</b>	✓
9.	Copy of any of the following documents: (a) Succession certificate; or (b) Probate of Will; or (c) Will, along with a notarized indemnity bond from the legalheir(s)/claimant(s)	<b>NA</b>	✓



Sr. No.	Documents required for transmission	Sole holder deceased & nomination registered	Sole holder deceased & nomination <u>not</u> registered
	<p>to whom the securities are to be transmitted, as per the format specified provided in <b>Annexure B3</b>; or</p> <p>(d) Letter of Administration; or</p> <p>(e) Court Decree; or</p> <p>(f) Legal Heirship Certificate or its equivalent, along with</p> <p>(i) a notarized indemnity bond from the legal heir (s)/claimant(s) to whom the securities are transmitted, as per the format provided in <b>Annexure B3</b>; and</p> <p>(ii) No Objection from all the non-claimants, duly attested by a notary public or by a gazetted officer as per the format provided in <b>Annexure B4</b>.</p> <p>The document should be Attested by the legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted officer.</p>		
10.	<p>For cases where the value of securities is up to rupees five lakhs per listed entity as on the date of submission of complete documentation in case of securities held in physical mode and up to rupees fifteen lakhs per beneficial owner in case of securities held in dematerialized mode, instead of and where the documents mentioned in point 9 above are not available, the following documents may be submitted;</p> <p>(i) no objection certificate from all legal heirs(s), as per the format provided in <b>Annexure B4</b>, or copy of family settlement deed executed by all the legal heirs, duly attested by a notary public or by a gazetted officer; and</p> <p>(ii) notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the Share Transfer Agent/listed entity, as per the format provided in <b>Annexure B3</b>.</p>	NA	✓



## Schedule – I

### CONTACT DETAILS

#### Address of Secretarial Department of the Company

The Ramco Cements Limited,  
Secretarial Department,  
“Auras Corporate Centre”, V Floor,  
98-A, Dr.Radhakrishnan Road,  
Mylapore, Chennai – 600 004,  
Tamil Nadu.

Phone : 044-28478666  
E Mail : [investorrelations@ramcocements.co.in](mailto:investorrelations@ramcocements.co.in)

#### Name and Contact Details of Compliance Officer and Nodal Officer for IEPF

Name : Mr.K.Selvanayagam  
Designation : Secretary (Compliance Officer)  
Phone : 044-28478506  
E Mail : [ksn@ramcocements.co.in](mailto:ksn@ramcocements.co.in)

#### Other Executives of Secretarial Department

Name : Mr.S.M.Annamallai  
Designation : DGM – Secretarial  
Phone : 044-28478531  
E Mail : [smam@ramcocements.co.in](mailto:smam@ramcocements.co.in)

Name : Mr.P.C.Vijay  
Designation : Manager – Secretarial  
Phone : 044-28478592  
E Mail : [vijaypc@ramcocements.co.in](mailto:vijaypc@ramcocements.co.in)

You can also send your queries, requests, etc. using our website at the following link:



<https://www.ramcocements.in/investors/contact>

You can also access the Details of Dividends and Shares transferred / liable to be transferred to IEPF, using our website at the following link:

<https://www.ramcocements.in/investors/iepf-details>

Address and contact details for correspondence with Debenture Trustee:

IDBI Trusteeship Services Limited  
Asian Building,  
17, R. Kamani Marg, Ballard Estate,  
Mumbai-400 001

Contact No — (91) (22) 40807007  
Mobile Number — (91) 99704 44165  
e-mail — [nikhil@idbitrustee.com](mailto:nikhil@idbitrustee.com)

Name and Contact details of Registrar and Transfer Agents for Debentures

Cameo Corporate Services Limited  
Subramanian Building No.1 Club House Road  
Chennai 600002  
Contact No — 044-28460390 / 044-40020700

e-mail — [investor@cameoindia.com](mailto:investor@cameoindia.com) / [cameo@cameoindia.com](mailto:cameo@cameoindia.com)  
Web — [www.cameoindia.com](http://www.cameoindia.com)  
Contact : Ms.Sreepriya.K, Vice President & Company Secretary



## Schedule – II

1. Non updation of address / Signature or Corrections etc.
2. Non-receipt of Bonus
3. Non receipt of Dividend
4. Non receipt duplicate debt securities certificate
5. Non-receipt of duplicate share certificate
6. Non receipt of fractional entitlement
7. Non receipt of interest for delay in dividend
8. Non receipt of interest for delay in payment of interest on debt security
9. Non receipt of interest for delay in redemption proceeds of debt security
10. Non receipt of interest for delay in refunds
11. Non receipt of interest on securities
12. Non receipt of redemption amount of debt securities
13. Non receipt of refund in Public / Rights issue
14. Non receipt of Rights Issue form
15. Non receipt of securities after conversion / endorsement / consolidation / splitting
16. Non receipt of securities after transfer
17. Non receipt of securities in public / rights issue
18. Non receipt of shares after conversion / endorsement / consolidation / splitting
19. Non receipt of shares after transfer
20. Non receipt of shares after transmission
21. Non receipt of shares in public / rights issue (including allotment letter)
22. Non-receipt of interest for delay in dispatch / credit of securities
23. Receipt of refund / dividend in physical mode instead of electronic mode
24. Receipt of shares in physical mode instead of electronic mode
25. Demat / Remat
26. Complaints of any other nature as may be informed by SEBI from time to time



### Schedule – III

#### Timelines for handling of complaints and actions in case of non-compliances

Sr. No.	Activity	No of calendar days
1.	<b>Complaint handling:</b>	
a.	Complaint received in SCORES by the company	T
2.	<b>Action in case of non-compliances:</b>	
a.	Notice to company intimating the fine @ Rs.1,000/- per day, per complaint to be levied for not resolving the complaints within 60 days	T+61
b.	Notice to Promoters for non-resolution of complaints and non-payment of fine to the stock exchange.	T+76
c.	Freezing of promoter's shareholdings (i.e. entire shareholding of the promoter(s) in company as well as all other securities held in the demat account of the promoter(s)) in demat account.	T+86
d.	Stock exchanges may take any other actions, as deemed appropriate.	
e.	Once Stock exchange has exhausted all options and yet the number of pending complaints exceed 20 or the value involved is more than Rs.10 lakhs, the Exchange to forward the details of such company to SEBI for further action, if any	



## SCHEDULE – IV

### Pictographic representation of the process for handling of complaints received through SCORES platform

