CDSL/OPS/RTA/POLCY/2024/75 **May 21, 2024**

AMENDMENTS TO RTA OPERATING INSTRUCTIONS CHAPTER - 1

Issuer / RTAs are advised to note that amendments have been incorporated in CDSL's RTA Operating Instructions **Chapter-1-** Dematerialisation of Existing Scrips (refer **Annexure – A**)**.**

The said amendments to the RTA Operating Instructions are provided in track change mode in attached **Annexure – A** and the same will be applicable with immediate effect.

Issuer / RTAs are advised to ensure compliance.

Queries regarding this communiqué may be addressed to: CDSL – Helpdesk Emails may be sent to: dprtasupport@cdslindia.com and connect through our IVR Number 022**-**62343333.

For and on behalf of
Central Depository Services (India) Limited.

sd/-

Nilesh Shah
Asst. Vice President – Operations

Sr. No.	Chapter-1- Dematerialisation of Existing Scrips	
	Existing Process	**New Process**
1.4	**Procedure**	
1.4.1	Issuers/RTAs are advised to devise appropriate controls over the processing activities to ensure that only "*clean stock*" i.e. share certificates, which were genuinely issued by the Issuer, are dematerialised.	Issuers/RTAs are advised to devise appropriate controls over the processing activities to ensure that only "*clean stock*" i.e. share certificates, which were genuinely issued by the Issuer, are dematerialised.
1.4.2	The Issuer/RTA can access the data immediately after the demat request is set-up by the DP. Each demat request is identified by a unique Demat Request Number (DRN).	The Issuer/RTA can access the data immediately after the demat request is set-up by the DP. Each demat request is identified by a unique Demat Request Number (DRN).
1.4.3	The Issuer/RTA, on receipt of certificates and Demat Request Form (DRF) from DP shall capture the date of receipt of the same against the DRN in the front-end system and will confirm to CDSL electronically through its front-end system. In case of transposition-cum- dematerialisation, the Issuer/RTA shall receive the Transposition Request Form along with the DRF. Similarly in the case of transmission - cum – dematerialization, the Issuer/RTA shall receive the Dematerialization Request Form along with the Original or copy of the death certificate of the deceased holder(s), duly notarized or attested by a Gazetted Officer. The date of receipt should also be mentioned on the physical copy of the DRF.	The Issuer/RTA, on receipt of certificates and Demat Request Form (DRF) from DP shall capture the date of receipt of the same against the DRN in the front-end system and will confirm to CDSL electronically through its front-end system. In case of transposition-cum- dematerialisation, the Issuer/RTA shall receive the Transposition Request Form along with the DRF. Similarly in the case of transmission - cum – dematerialization, the Issuer/RTA shall receive the Dematerialization Request Form along with the Original or copy of the death certificate of the deceased holder(s), duly notarized or attested by a Gazetted Officer. The date of receipt should also be mentioned on the physical copy of the DRF.
1.4.4	The Issuer/RTA should verify the BO sub-status for the ISIN to be dematerialised in case the BO has different sub-status for the ISIN.	The Issuer/RTA should verify the BO sub-status for the ISIN to be dematerialised in case the BO has different sub-status for the ISIN.

1.4.5	The RTA must ensure the request has been generated for the correct ISIN, where the Issuer has issued more than one security and has more than one ISIN.	The RTA must ensure the request has been generated for the correct ISIN, where the Issuer has issued more than one security and has more than one ISIN.
1.4.6	In case of transposition-cum-dematerialisation, the Issuer/RTA shall ensure that the transposition form contains those combination of names in which the BO account has been opened.	In case of transposition-cum-dematerialisation, the Issuer/RTA shall ensure that the transposition form contains those combination of names in which the BO account has been opened.
1.4.7	Once a demat request is received physically, the Issuer/RTA will record the details in its back-office registers maintained either in physical or electronic form. (Refer to Annexure 1.1 – Demat-Register)	Once a demat request is received physically, the Issuer/RTA will record the details in its back-office registers maintained either in physical or electronic form. (Refer to Annexure 1.1 – Demat-Register)
1.4.8	On receipt of both electronic and physical request, Issuer/RTA initiates processing of the Dematerialisation request.	On receipt of both electronic and physical request, Issuer/RTA initiates processing of the Dematerialisation request.
1.4.9	Issuer/RTA verifies whether the DRN, BO ID, ISIN, quantity, number of certificates, etc. as mentioned on the DRF and as received electronically from CDSL, tally. The Issuer/RTA also verifies the signatures of BOs on the DRF with the signatures recorded by him. The Issuer/RTA also checks whether the DRF is authorised by the DP. In case of any discrepancy, the Issuer/RTA must reject the request under the relevant system-defined REJECTION CODE.	Issuer/RTA verifies whether the DRN, BO ID, ISIN, quantity, number of certificates, etc. as mentioned on the DRF and as received electronically from CDSL, tally. The Issuer/RTA also verifies the signatures of BOs on the DRF with the signatures recorded by him. The Issuer/RTA also checks whether the DRF is authorised by the DP. In case of any discrepancy, the Issuer/RTA must reject the request under the relevant system-defined REJECTION CODE.
1.4.10		• In case RTA receives the securities for dematerialization having the old name of the company on the certificate, then following steps are advised -

		• RTA is advised to check for the name of the company on CDSL website wherein details of old and new name of the company are available.
		  ◦ If the new name is available on the said website and DP's verification stamp on the DRF, and RTA can accept the physical certificates having the old name on the physical certificate/s without the sticker or certificate of the company's new name and process the dematerialization requests.
		  ◦ RTA can also accept dematerilization request/s of securities with old name, if the same is accompanied printout of with change of company name from MCA portal.
		  ◦ Further, RTA can also confirm the name change of the Issuer name with the Issuer and process the request after checking all the other checks.