

NTPC Limited

POLICY FOR CLAIMING AND PROCESSING UNCLAIMED AMOUNTS OF NON-CONVERTIBLE SECURITIES



1. PREAMBLE:

1.1. This Policy is established by NTPC Limited ("NTPC" or "Company") in accordance with Regulation 61(A) (2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as specified in Securities and Exchange Board of India Circular SEBI/HO/DDHS/DDHS-RAC-1/P/CIR/2023/176 dated November 08, 2023.

2. PURPOSE:

2.1. This policy outlines the procedure for handling unclaimed amounts such as Interest and Redemption held by the Company, including the steps required for processing investor claims.

3. APPLICABILITY:

3.1. This Policy applies in respect of listed non-convertible securities, wherein interest/dividend/redemption amounts remain unclaimed for thirty days from the due date of payment.

4. OBLIGATION OF THE COMPANY:

- 4.1. Transfer of Unclaimed Amounts to Escrow Account: Unclaimed amounts in respect of listed non-convertible securities will be transferred to an Escrow Account with a scheduled bank within seven days from the expiry of thirty days from the due date of payment.
- 4.1.1. Unclaimed amounts remaining in the Escrow Account for seven years are to be transferred to the 'Investor Education and Protection Fund' as per Section 125 of the Companies Act, 2013.
- 4.2. Interest in Case of Default: Failure to transfer unclaimed amounts to the Escrow Account would result in the Company paying 12% p.a. interest on the outstanding amount for the period of default which shall accrue to the investors in the proportion of the amount remaining unclaimed.
- 4.3. Designation of Nodal Officer: In terms of the above-referenced circular of SEBI, the Company Secretary of the Company will be the Nodal Officer. The Nodal Officer's details will be displayed on the Company's website. In case there is a change in the Nodal Officer due to any reason, the Company shall designate another person as a Nodal Officer within fifteen days of such change.
- 4.4. Information Display: Details of unclaimed amounts transferred to the Escrow Account will be displayed on the Company's website within 30 days of transfer. (Annexure A)



- 4.5. Investor Search Facility: The Company will provide a search facility on its website for investors to verify unclaimed amounts using the following Combinations:
 - □ PAN and Date of Birth or
 - Name and Depository Participant Identification (DP ID) /Client Identification (Client ID).
- 4.6. Information to be displayed to Investors: Investors can view details including the amount due, category, due date, amount transferred to Escrow Account, transfer date, and accrued interest, if any.

5. PROCESS OF CLAIMING UNCLAIMED AMOUNTS BY INVESTORS:

- 5.1. Submission of Claim: Investors, including legal heirs, successors or nominees, must apply to the Company for the payment of unclaimed amounts using the specified format along with the requisite ISR Forms. (see "Annexure B" of this Policy).
- 5.2. Category of Investor: Investors must clearly indicate their category (Self/legal heir/nominee, etc.) when submitting claims.
- 5.3. Supporting Documents: The claim application along with ISR forms must be accompanied by supporting documents, such as proof of identity, address, proof of holding, etc. as specified in Annexure B
- 5.4. Submission Method: Investors can submit their claims physically to the Nodal Officer at the Company's address or via email to the provided email ID on the Company's website.
- 5.5. Timeline: The Company will transfer any unpaid/unclaimed amount to the Escrow Account within 7 days after 30 days of the due date of payment. Investors can submit claims after this period. The Company may request additional information or clarifications from investors, who must comply within the specified timeline of 30 days.
- 5.6. Conditions for Rejection/Refiling: If the Company finds defects or incompleteness in the claim application or documents, it will notify the investor through email (or through post, in case email address of the investor is not available) to rectify them within 30 days. Failure to do so may lead to claim rejection, though investors can file fresh claims.
- 5.7. Claim Processing Timeline: The Company will process and remit payments to investors within 30 days of receiving a claim complete in all respects along with the necessary documentation.
- 5.8. Contact Details: Investors can raise queries or grievances regarding their claims by contacting the Nodal Officer through the provided email ID/phone number.



5.9. Website Display: This policy will be displayed on the Company's website under the Investor section. (www.ntpc.co.in).

6. INTERNAL PROCESS FOR VERIFICATION OF CLAIMS:

- 6.1. Claim Verification Process: Upon receiving a claim application/request, the Company will verify the status of the claim and associated documents, including those submitted by legal heirs/nominees.
- 6.2. Further Information/Clarification: If necessary, the Company will request additional information/clarification from the investor and provide 30 days to comply. Failure to do so may result in claim rejection, but investors can file fresh claims.
- 6.3. Claim Processing Timeline: The Company will process and remit payments to investors within 30 days of receiving a claim application with complete information.
- 6.4. Record Maintenance: The Company will maintain records of unclaimed amounts and relevant documentation, providing necessary information to SEBI when required.
- 6.5. Website Claims Display: The Company will display cumulative details of claims received, processed, pending, etc., on its website, updating the information monthly by the 7th day of the succeeding month.

7. EFFECTIVE DATE:

7.1 This policy is effective from March 1, 2024.

8. AUTHORITY TO AMEND THE POLICY:

- 8.1 Director (Finance) and Company Secretary are severally authorized to make minor modifications to this Policy to comply with regulatory/statutory changes, removing ambiguities, enhancing clarity, etc.
- 8.2 The Policy shall be updated with any statutory amendments/SEBI directives by the Nodal Officer with subsequent information to the Stakeholders Relationship Committee of the Company and the Board.



"Annexure A"

ISIN	Amount lying unclaimed Including penal interest, if any (in INR)	Category (Interest/ Dividend/ Redemption amount)	No.of investors	Date when amount became due (dd/mm/yyyy)	Date when unclaimed amount was transferred to Escrow Account (dd/mm/yyyy)	Date when amount is to be transferred to IEPF (dd/mm/yyyy)

Name and	designation	of the	Nodal	Officer:

Email ID and phone no.:



"Annexure B"

	S.No	Name	PAN
	1		
Name of Investor/s with PAN	2		
	3		
	4		
DP ID / Client ID / FOLIO			
ISIN/s			
Category of investor			
(Corporate/ entity / Individual etc.)			
Capacity in which investor is submitting			
claim			
	S.No	ISIN	Amount
Datile for diameters	1		
Details of unclaimed amount against each ISIN	2		
ISIIV	3		
	4		
Manner of submission			
(Hard copy/ Scanned copy through email)			
Email ID			
Contact Details/ phone no.			
Any other relevant information			

Documentation Requirements:

Mode of Holding	Category of Investor	Documents Required
Demat	Self	Updated Client Master List (CML) of Demat Account
Demat	Legal heir / Nominee	FORM ISR-5
Physical	Self	FORM ISR-1
Physical	Legal heir / Nominee	FORM ISR-5

Enclosures:

- i. Form ISR-1 Format
- ii. Form ISR-5 Format

Form ISR - 1

(see SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023 on Common and Simplified Norms for processing investor's service request by RTAs and norms for furnishing PAN, KYC details and Nomination)

REQUEST FOR REGISTERING PAN, KYC DETAILS OR CHANGES / UPDATION THEREOF

[For Securities (Shares / Debentures / Bonds, etc.) of listed companies held in physical form]

					Date://	
Α.	1/	We request y	ou to Register	/ Change / Update the following	g (Tick ✓ relevant box)	
		PAN		Bank details	Signature	
		Mobile numbe	ır	E-mail ID	Address	
В.	Se	ecurity Details:	1			
1	Name	e of the Issuer	Company		Folio No.:	
1	Name	e(s) of the Secu	urity holder(s)	1.		
a	is pe	r the Certificat	e(s)	2.		
				3.		
	Numl secur		e value of			
	Distin	nctive number	of securities	From	Го	
(Opti	onal)				
C.		/ We are subm structions):	nitting docume	ents as per Table below (tick 🗸	as relevant, refer to the	
	✓	Document /		Instruction / Re	emark	
		Information				
		/ Details				
1	PAI	N of (all) the (jo	oint) holder(s) I			
		PAN				
		Whether it		,		
	is Valid (linked to					
		Aadhaar): □ Yes □No				
				valid only if it is linked to Aadhans / Clarifications on PAN, pleas	ear by March 31, 2023* e refer to Objection Memo in Page	
2		Demat Account				
	Number	Also provide	Client Master List (CML) of you	r Demat Account, provided by the		

		(Optional)	Depository Participant.
3		Proof of Address of the first holder	Any one of the documents, only if there is change in the address; Unique Identification Number (UID) (Aadhaar) Valid Passport/ Registered Lease or Sale Agreement of Residence / Driving License Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant. Utility bills like Telephone Bill (only land line)/ Electricity bill / Gas bill - Not more than 3 months old.
			Central/State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by the employer with date and organisation stamp 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.
			Proof of address in the name of the spouse accompanied with self-attested copy of Identity Proof of the spouse.
			Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.
4		Bank details (to be updated for first holder in case of joint holding)	

		Bank passbook/statement attested by the Bank;
5	E-mail	
	address	#
6	Mobile	
		#

(DP: Depository Participant)

Authorization: I/ We authorise you (RTA) to update the above PAN and KYC details in following additional folio(s) held in my / our name (use Separate Annexure if extra space is required):

S. No.	Name of the Issuer Company	Folio No.	Quantity of securities	Face value of securities	Distinctive number of securities (Optional)

in which I / We are the holder(s) (strike off what is not applicable).

Declaration: All the above facts stated are true and correct.

	Holder 1	Holder 2	Holder 3
Signature	✓		
Name	✓		
Full address	✓		
PIN			

Mode of submission of documents to the RTA

Please use any one of the following mode:

- 1. Through 'In Person Verification' (IPV): The authorized person of the RTA shall verify the original documents furnished by the investor and retain copy (ies) with IPV stamping with date and initials.
- 2. Through Post: Hard copies of the documents which are self-attested.

^{*} or any date as may be specified by the CBDT

[#] In case it is not provided, the details available in the CML will be updated in the folio

3. Through electronic mode with e-sign: The holder(s)/ claimant(s) may furnish the documents to RTAs electronically including by way of email or through service portal of the RTA provided the documents furnished shall have e-sign* of the holder(s)/ claimant(s).

*E-Sign is an integrated service which facilitates issuing a Digital Signature Certificate and performing signing of requested data by e-Sign user. The holder/claimant may approach any of the empanelled e-Sign Service Providers, details of which are available on the website of Controller of Certifying Authorities (CCA), Ministry of Communications and Information Technology (https://cca.gov.in/) for the purpose of obtaining an e-sign.

Note

- Holders of physical securities in listed company are mandatorily required to furnish PAN, KYC details (Contact details, Bank Account Details, Signature) and Nomination (for all the eligible folios) to enable RTA to process any service request or complaints received from the security holder(s)/ Claimants.
- Upon receipt or up-dation of bank details, the RTA shall, suo-moto, generate request
 to the company's bankers to pay electronically all the moneys of / payments to the
 holder that were previous unclaimed / unsuccessful.
- RTA shall update the folio with PAN, KYC details and Nominee, within timelines as mentioned in the circular no. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/670 dated November 26, 2021. However, cancellation of nomination, shall take effect from the date on which this intimation is received by the company / RTA.
- RTA shall not insist on Affidavits or Attestation / Notarization or indemnity for registering / up-dating / changing PAN, KYC details and Nomination.

Specimen Signature

Option A

- i. Security holder shall provide the following documents:
 - (a) Original cancelled cheque with name of the security holder printed on it; or
 - (b) Self-attested copy of Bank Passbook/ Bank Statement;

and

ii. Banker's attestation of the signature of the same bank account as mentioned in (i) above as per **Form ISR - 2.**

OR

Option B

• The investor may get his or her signature changed or updated by visiting the Office of the RTA in person. In such a case, the investor shall sign before the authorized personnel of the RTA, along with PAN card and any one additional document mentioned at Serial Nos. 1-4 of Annexure – E of SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023, in original for verification by the RTA, and submit selfattested copies of the same.

Nomination**	 Providing Nomination: Please submit the duly filled up Nomination Form (<u>SH-13</u>) or 'Declaration to Opt out of Nomination' as per <u>Form ISR-3</u>, in SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023
	Variation in Existing Nomination: Please use <u>Form SH-14</u> Oansellation of Existing Namination and artists out use Form SH-
	 Cancellation of Existing Nomination and opting out: use <u>Form SH-14 & Form ISR - 3</u>

^{**} Nomination (**Form SH-13 or SH-14**) / 'Declaration to Opt-Out of nomination' (**Form ISR – 3**), has to be furnished by the holder(s) separately for each listed company.

(Page 6 & 7 is for information to investors; print out of the same is not required)

Objection Memo that can be raised by the RTA

(only if the relevant document / details is / are not available in the folio or if there is a mismatch / discrepancy in the same or change thereof)

Note

RTAs shall raise all objections, if any / at all, in one instance only; the RTA shall not raise further objections on the same issue again and again, after the holder / claimant furnishes all the prescribed documents and details, unless there is any deficiency / discrepancy in the same.

No.	Item	Documents / Details to be provided to the RTA by the holder(s) / claimant(s)
1	PAN – Exceptions and Clarification	'Exemptions/clarifications to PAN', as provided in clause D to 'Instructions/Check List for Filing KYC Forms' in Annexure — 1 to <u>SEBI circular No. MIRSD/SE/Cir-21/2011 dated October 05, 2011</u> on Uniform Know Your Client (KYC) Requirements for the Securities Market, shall also applicable for holder(s) / claimant(s) of securities held in physical mode.
2	Minor mismatch in Signature - minor	The RTA shall intimate the holder at the existing address, seeking objection, if any, within 15 days
3	Major mismatch in Signature or its non-availability with the RTA	i. Security holder shall provide the following documents: (a) Original cancelled cheque with name of the security holder printed on it; or (b) Self-attested copy of Bank Passbook/Bank Statement; and ii. Banker's attestation of the signature of the same bank account as mentioned in (i) above as per Form ISR - 2
		OR
		Option B The investor may get his or her signature changed or updated by visiting the Office of the RTA in person. In such a case, the investor shall sign before the authorized personnel of the RTA, along with PAN card and any one additional document mentioned at Serial Nos.1-4 of Annexure – E of SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023, in original for verification by the RTA, and submit self-attested copies of the same.
4	Mismatch in Name	Furnish any one of the following documents, explaining the difference in names;

		 Unique Identification Number (UID) (Aadhaar) Valid Passport Driving license in Smart Card form, Book form or copy of digital form 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. PAN card with photograph Marriage certificate Divorce decree
5	Present address of the holder is not matching with the address available in the folio	In case the signature of the holder matches with the record available with the RTA, the request for change in address may be processed within the prescribed timelines. In case there is a difference in signature, the RTA shall follow the procedure as prescribed for mismatch in signature as laid down at Para – 1 of Annexure C of SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/ 2023/37 dated March 16, 2023

(Page 6 & 7 is for information to investors; print out of the same is not required)

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

Annexure C -ISR 5

To:

The Listed Issuer/RTA,

Mobile No.+91

(Address)					
(Nan	ne of the Liste	d Issu	er/RTA)		
Name of the Claimant(s) Mr./Ms.		- 1000	<u></u>		
Name of the Guardian in case the claimant is a mind	$or \rightarrow Date of Bi$	rth of th	ne minor*		
Mr./Ms.			1° 4.		
Relationship with Minor: Father Mother [Multiple PAN may be entered] PAN (Claimant(s)/Guard	☐ Court Appoint	ed Gua	ardian* │	\overline{C}	
Acknowledgment attached KYC form attached	alarij.			3	
Tax Status: ☐ Resident Individual ☐ Resident Minor (through (please specify)	ough Guardian)	□NRI	□ PIO	□ Others	
*Please attach relevant proof					
I/We, the claimant(s) named hereinabove, hereby in mentioned Securities Holder(s) and request you deceased holder(s) in my/our favour in my/our capac Nominee Legal Heir Successor to the Est the Estate of the deceased	to transmit the city as –	e secu	ırities he		
Name of the deceased holder(s)				Date of demise**	
1)	DD / MM / YYYY				
2)	DD/MM/YYYY				
3)			DD / MM / YYYY		
**Please attach certified copy of Death Certificate.			L		
Securities(s) & Folio(s) in respect of which Transr requested	nission of sec	urities	is being	3	
Name of the Company	Folio No.	No. of Securities		% of Claim [@]	
1)					
2)					
3)					
4)					
@As per Nomination OR as per the Will/Probate/S Administration/ Legal Heirship Certificate (or its equivir if applicable.	alent certificate	e)/ Cou	ırt Decre	ee,	
Contact details of the Claimant (s) [Provision for r	nanipie entries	s may	ne illad	5]	

Tel. No. STD -

Email Address						
•	t address will be updated as per add	lress on KYC form /				
KYC Registration Agency rec	cords)					
Address Line 1						
Address Line 2						
City:	State PIN					
Bank Account Details of the	e Claimant					
Bank Name						
Account No.		11-digit IFSC				
A/c. Type (√) □SB □Current	□NRO □NRE □FCNR	9-digit MICR No.				
Name of bank branch						
City PIN						
	elled cheque with claimant's name p	rinted OR □ Claimant's				
	luly attested by the Bank Manager)					
I also request you to pay the UNCLAIMED amounts, <i>if any</i> , in respect of the deceased securities holder(s) by direct credit to the bank account mentioned above.						
Additional KYC information	ı (Please tick√ whichever is applicab	le)				
Occupation □ Private Sect □ Business □ Professional	tor Service	□Government Service				
□Agriculturist □Retired □H	lome Maker □ Student □ Forex Dea (Please specify)	aler 🗆 Others				
The Claimant is □ a Politica Person □ Neither (Not appl	•	a Politically Exposed				
Gross Annual Income (₹) 25 Lacs-1crore □ >1 crore	□Below 1 Lac □1-5 Lacs □ 5-10) Lacs □10-25 Lacs □				
FATCA and CRS informatio						
Country of Birth	•					
Nationality						
If Yes, please mention all the	y country other than India? Yes e countries in which you are resident ication Number and its identification to	for tax purposes and the				
Country	cation Number and its identification to Tax-Payer Identification Number	Identification Type				
Country	rax rayer identification reamber	identification Type				
		+				

Nomination [®] (Plea	use √ one of the options	s below)		
□ I/We DO NOT nominate anyone)	wish to make a nominat	ion. <i>(Please tick</i> √	/ if you do	not wish to
described in the	ake a nomination and he attached Nomination of my / our death.			
@ Guardian of a m	inor is not allowed to ma	ake a nomination	on behalf o	of the minor
I/We have attached	gnature of the Claima d herewith all the relev ckoner as per Annexure	/ant / required do	ocuments	as indicated in the
I/We confirm that t knowledge and beli	he information providedeset.	d above is true a	and correct	t to the best of my
I/We	undertake		to	keep (Name of the
	A informed about any clertake to provide any ot	_		bove information in
I/We	her	eby		authorize (Name of the
my holdings in the	TA to provide/ share an (Name of the Compar s as required by law wi	y) to any govern	mental or	l by me/us including statutory or judicial
Place				
Date		Olamatuma at Olain		
		Signature of Clair	nant(s)	
□ Copy of Birth Cer □ Copy of PAN Car □ KYC Acknowledg □ KYC form of Clai □ Cancelled cheque Statement/Passb □ Nomination Form □ Annexure D - Ind □ Original security of □ Annexure E - Bor	ertificate of the decease tificate (in case the Claid of Claimant / Guardialment OR mant e with claimant's name ook duly completed ividual Affidavits given E	mant is a minor) n printed OR EACH Legal Heir d by Legal Heirs	□ Clain	nant's Bank

^{*}Note: For transmission service requests, Form ISR-4 as per SEBI circular SEBI/HO/MIRSD_MIRSD_RTAMB/P/CIR/2022/8 dated January 25, 2022 will not be required.