

## **ANNEXURE-'A'**

# **INVESTOR CHARTER-IPOs & FPOs (including OFS)**

#### **VISION STATEMENT:**

To continuously earn trust of investors and emerge as solution provider with integrity.

#### **MISSION STATEMENT:**

- 1. Act in investors' best interests by understanding needs and developing solutions.
- 2. Enhance and customise value generating capabilities and services.
- 3. Disseminate complete information to investors to enable informed investment decision.

## **DESCRIPTION OF ACTIVITIES / BUSINESS OF THE ENTITY**

IPOs & FPOs – Act as a Merchant Banker to the Issuer / Selling Shareholder

## **DETAILS OF SERVICES PROVIDED TO INVESTORS**

- 1. Upload Draft Red Herring Prospectus (DHRP) on SEBI / Stock Exchanges / Lead Managers Website for public comments and also upload RHP/Prospectus.
- 2. Publish public announcement within two days of filing the draft offer document with SEBI
- **3.** Disclose price performance summary of preceding past 10 public issues handled by lead managers in draft offer document
- **4.** Disclose on lead managers' website the track record of the performance of the public issues managed by them
- 5. Publish details of anchor investor allocation on the website of stock exchanges before the issue opens
- **6.** Keep Issue Open for 3 working days (extendable up to maximum 10 working days)
- 7. Ensure material contracts and documents are available for inspection as per details in Offer Document
- 8. Publish price band advertisement in newspaper at least two working days before opening of the issue
- 9. Ensure pre-filled application forms are available on the websites of the stock exchange(s)
- 10. Ensure listing and commencement of trading within six working days of the offer closing date
- 11. Publish details of subscription, basis of allotment, date of credit of specified securities and date of filing of listing application, etc. in newspapers within ten days from the date of completion of each activity.

TIMELINES					
Sr. No.	Activity	Timeline for which activity takes place	Information where available		
	Filing of draft offer document	0	Websites of SEBI, Stock		
	by company for public		Exchanges, Lead Managers		
1	comments				



	Public Announcement	Within 2 days of	Newspaper - English,
2		filing DoD with SEBI	regional, Hindi
	Details of anchor investors	1 day before issue	Stock Exchanges website
3	allocation	opening date	
	Issue opening date	3 working days	Stock Exchanges website
		after filing RHP	
4		with RoC	
	Availability of application	Till issue closure	Stock Exchanges website
5	forms	date	
	Availability of material	Till issue closure	Address given in Offer
	documents for inspection by	date	Document
6	investors		
	Availability of General	Till issue closure	LM website and stock
7	Information Document	date	exchange website
	Price Band Advertisement	2 working days	Newspaper advertisement
_		prior to issue	
8		opening date	
	Total demand in the issue	Issue closure date	Stock exchanges website on
9			hourly basis
	Commencement of trading	within 6 working	Newspaper advertisement
10		days	
	Delay in unblocking ASBA	More than 4	Compensation to investor
	Accounts	working days	@Rs. 100/day by intermediary
11		W. 1 . 10 1	causing delay
1.0	Advertisement on subscription	Within 10 days	Newspaper advertisement
12	and basis of allotment	G 1 .: 2	7
	Allotment status and allotment	Completion of	By email / post
13	advice	basis of allotment	

## **RIGHTS OF INVESTORS**

- 1. Investors can request for a copy of the offer document and / or application form from the issuer/ Lead Manager(s)
- 2. Retail investors are allowed to cancel their bids before issue closing date
- **3.** In case of delay in unblocking of amounts blocked through the UPI Mechanism exceeding four working days from the offer closing date, the Bidder shall be compensated by the intermediary responsible for causing such delay in unblocking
- **4.** Investors will get SMS w.r.t. allotment status and allotment advice will be sent in through email / physical to successful allottees



**5.** If allotted shares, all Rights as a Shareholder (as per Offer Document)

## **DOS AND DON'TS FOR THE INVESTORS**

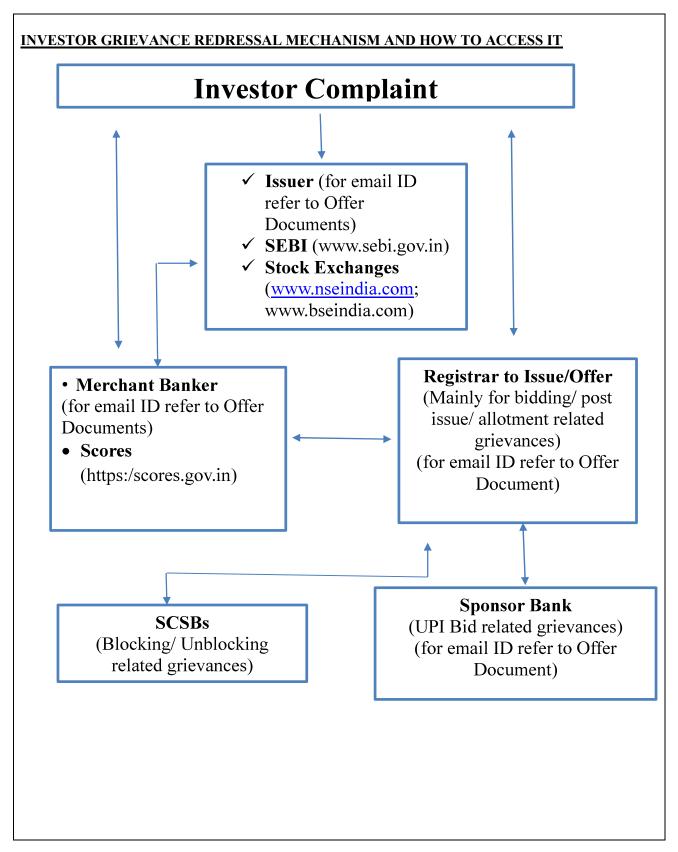
#### Dos

- 1. Check eligibility to invest in the RHP and under applicable law, rules, regulations, guidelines and approvals
- 2. Submit bids only thru ASBA (other than Anchor Investors)
- **3.** Read all instructions carefully in the Bid cum Application Form
- **4.** Ensure that Bid cum Application Form bearing the stamp of a Designated Intermediary is submitted to the Designated Intermediary at the Bidding Centre within the prescribed time
- 5. Ensure you have funds equal to the Bid Amount in the ASBA Account maintained with the SCSB
- **6.** Ensure that name(s) given in the Bid cum Application Form is/are exactly the same as the name(s) in which the beneficiary account is held with the Depository Participant

#### Don'ts

- 1. Do not Bid for lower than the minimum Bid size
- 2. Do not submit the Bid for an amount more than funds available in your ASBA account
- **3.** If you are a Retail bidder and are using UPI mechanism, do not submit more than one ASBA Form for each UPI ID
- 4. Do not submit a Bid/revise a Bid with a price less than the Floor Price or higher than the Cap Price







## TIMELINES FOR RESOLUTION OF INVESTOR GRIEVANCES IN IPOS /FPOs)

Sr. No	Activity	No. of calendar days
1	Investor grievance received by the lead manager	T
2	Manager to the offer to identify the concerned intermediary and it shall be endeavoured to forward the grievance to the concerned intermediary/ies on T day itself	T+1
3	The concerned intermediary/ies to respond to the lead manager with an acceptable reply / proof of resolution	X
5	Lead manager, the concerned intermediary/ies and the investor shall exchange between themselves additional information related to the grievance, wherever required	Between T and X
4	LM to reply to the investor with the reply / proof of resolution	X+3
5 Best efforts will be undertaken by lead manager to resolve the griev		thin T+30

## Nature of investor grievance for which the aforesaid timeline is applicable

- 1. Delay in unblocking of funds
- 2. Non allotment / partial allotment of securities
- 3. Non receipt of securities in demat account
- 4. Amount blocked but application not bid
- 5. Application bid but amount not blocked
- **6.** Any other nature as may be informed from time to time

## Mode of receipt of investor grievance

The following modes of receipt will be considered valid for processing the grievances in the timelines discussed above

- 1. Letter from the investor addressed to the lead manager at its address mentioned in the offer document, detailing nature of grievance, details of application, details of bank account, date of application etc
- 2. E-mail from the investor addressed to the lead manager at its e-mail ID mentioned in the offer document, detailing nature of grievance, details of application, details of bank account, date of application etc
- 3. On SEBI Complaints Redress System (SCORES) platform.

## Nature of enquiries for which the lead manager shall respond to / escalated promptly

- 1. Availability of application form
- 2. Availability of offer document



- 3. Process for participating in the issue / mode of payments
- 4. List of SCSBs / syndicate members
- 5. Date of issue opening / closing / allotment / listing
- **6.** Technical setbacks in net-banking services provided by SCSBs / UPI mechanism
- 7. Any other query of similar nature

#### RESPONSIBILITIES OF INVESTORS (EXPECTATIONS FROM THE INVESTORS)

- 1. Read and understand the terms of offer documents, application form, and issue related literature carefully and fully before investing.
- 2. Consult own tax consultant with respect to the specific tax implications
- **3.** Provide full and accurate information in the application form as maybe required while making an application and keep records of the same.
- **4.** Ensure active demat/ broking account before investing.
- **5.** Ensure correctness of all Demographic Details Bidder's address, name of the Bidder's father or husband, investor status, occupation, bank account details, PAN and UPI ID
- **6.** Provide full and accurate details when making investor grievances to merchant bankers.
- 7. After the company is listed Investor to keep abreast of material developments and corporate actions like mergers, de-mergers, splits, rights issue, bonus, dividend etc.