

# Study Notes for NISM-Series-II-A: Registrars to an Issue and Share Transfer Agents-Corporate Certification Examination

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**Examination Details**

Questions	Mcq - 100x1 mark
Total marks	100
Duration	2 hours
Pass mark	50
Negative marking	-

**WEIGHTAGE**

Chapter No.	Chapter Name	Weightage (%)
Chapter 1	Introduction to Securities	3
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## NISM-Series-II-A: Registrars to an Issue and Share Transfer Agents-Corporate Certification Examination

### CHAPTER 1: INTRODUCTION TO SECURITIES

**Equity capital:** Funds contributed by promoters or owners, representing ownership in the company.

**Debt capital:** Borrowings through loans or debt instruments like bonds, requiring repayment with interest.

**Equity perpetuity:** Equity capital remains with the company indefinitely unless liquidated.

**Debt repayment:** Debt has a fixed repayment period, ranging from short-term (less than one year) to long-term (up to 30 years).

**Cost of equity:** Returns to equity investors are variable, based on dividends and capital appreciation.

**Cost of debt:** Debt involves fixed periodic interest payments, predetermined at issuance.

**Equity rights:** Equity shareholders have ownership, voting rights, and a share in residual profits.

**Debt rights:** Debt investors receive periodic interest and principal repayment, often secured by company assets.

**Limited liability:** Equity shareholders' liability is limited to their investment, protecting personal assets.

**Liquidity in equity:** Equity shares are traded in secondary markets, providing liquidity to investors.

**Hybrid instruments:** Combine features of debt and equity, such as convertible debentures and preference shares.

**Convertible debentures:** Debt instruments that convert into equity shares at maturity based on predefined terms.

**Preference shares:** Offer fixed dividends and priority in dividend payment and capital repayment during liquidation.

**Capital structure:** Companies balance debt and equity to optimize funding based on cost and rights.

**Primary market:** Equity shares are issued through Initial Public Offerings (IPOs) to raise capital for the company.

**Secondary market:** Shares are traded among investors, not affecting the company's capital structure.

**Dividend uncertainty:** Equity dividends depend on company profits and management decisions, not guaranteed.

**Interest obligation:** Debt requires mandatory interest payments, regardless of company performance.

**Voting rights:** Equity shareholders influence company decisions through voting at general meetings.

**Secured debt:** Backed by company assets, giving lenders priority in case of default.

**Unsecured debt:** Not backed by assets, carrying higher risk for lenders.

**Face value of debt:** The principal amount of a debt security, repaid at maturity.

**Coupon rate:** The interest rate paid on debt securities, applied to the face value.

**Maturity date:** The date when the principal of a debt security is repaid to the investor.

**Shareholder ownership:** Equity shareholders own a proportionate share of the company based on shares held.

**Capital gains:** Equity investors may earn profits by selling shares at a higher price in the secondary market.

**Capital loss:** Share price depreciation in the secondary market can lead to losses for equity investors.

**Debt issuance:** Companies issue debentures, bonds, or take loans to raise debt capital.

**Promoter contribution:** Initial equity capital provided by promoters to start and grow the business.

**Public contribution:** Equity capital raised from public investors through share issuances.

**Debt terms:** Defined by face value, interest rate, maturity, and security (secured or unsecured).

**Bank loans:** Debt capital can also be raised through term loans or overdrafts from banks.

**Equity dilution:** Issuing new shares reduces the proportionate ownership of existing shareholders.

**Profit sharing:** Equity shareholders are entitled to dividends from residual profits after expenses.

**Risk capital:** Equity is considered riskier as returns are not guaranteed, unlike debt.

**Debt priority:** Debt holders have priority over equity shareholders in liquidation scenarios.

**Share premium:** Excess amount over face value charged when issuing equity shares.

**Ownership transfer:** Equity shareholders can transfer shares to other investors in the secondary market.

**Anti-dilution rights:** Protect shareholders by allowing them to maintain ownership percentage in future issuances.

**Debt marketability:** Debt securities may be listed on stock exchanges for trading.

**Capital mix:** Companies strategically choose a mix of debt and equity to meet funding needs.

**Residual profits:** Profits remaining after expenses and debt obligations belong to equity shareholders.

**Shareholder meetings:** Equity shareholders participate in Annual General Meetings (AGMs) to vote on key decisions.

**Debt covenants:** Terms in debt agreements that outline lender rights and borrower obligations.

**Investment choice:** Investors choose between equity for ownership or debt for fixed returns based on risk appetite.

## CHAPTER 2: CHARACTERISTICS OF EQUITY SHARES

**Equity investors:** Include promoters, institutional investors, and public investors with varying risk and return expectations.

**Promoters:** Initial investors who provide risk capital and control the company at inception.

**Institutional investors:** Professional entities like mutual funds and venture capitalists with expertise in evaluating investments.

**Public investors:** Retail and high-net-worth individuals investing through IPOs, focusing on returns rather than control.

**Ownership rights:** Equity shareholders have voting rights proportional to their shareholding.

**Dividend rights:** Shareholders are entitled to dividends from company profits, though not guaranteed.

**Transfer rights:** Shareholders can sell shares in the secondary market to exit their investment.

**Voting power:** Each equity share typically carries one vote in company decisions.

**Annual General Meeting (AGM):** Shareholders participate in AGMs to vote on major corporate decisions.

**No fixed return:** Equity dividends depend on profits and management discretion, not fixed.

**Capital appreciation:** Major return source for equity investors, subject to market fluctuations.

**Liquidity risk:** Illiquid or unlisted shares may be hard to sell at fair value.

**No collateral:** Equity shares are not secured by company assets, ranking last in liquidation.

**Face value:** The nominal value of a share, used to calculate dividends and capital structure.

**Share premium:** Excess amount over face value charged during share issuance.

**Authorised capital:** Maximum equity capital a company can issue, as per its Memorandum of Association.

**Issued capital:** Portion of authorised capital issued to investors.

**Paid-up capital:** Portion of issued capital fully paid by shareholders.

**Outstanding shares:** Total shares issued and held by investors, including retail and institutions.

**Fully paid shares:** Shares where the entire face value is paid upfront by shareholders.

**Partly paid shares:** Shares with partial payment, subject to future calls for unpaid amounts.

**Dividend:** Profit distribution to shareholders, declared as a percentage of face value.

**Dividend yield:** Dividend per share divided by market price, indicating return on investment.

**Bonus issue:** Additional shares issued to shareholders without cost, using accumulated profits.

**Stock split:** Reduces face value, increasing the number of shares without changing total value.

**Stock consolidation:** Increases face value, reducing the number of shares without changing total value.

**Buyback:** Company repurchases its shares, reducing outstanding shares and capital.

**Forfeiture:** Shares can be forfeited if shareholders fail to pay call money on partly paid shares.

**Preference shares:** Offer fixed dividends and priority in dividend and capital repayment.

**Cumulative preference shares:** Unpaid dividends accumulate and are paid when profits are available.

**Participating preference shares:** Allow participation in residual profits beyond fixed dividends.

**Rights issue:** New shares offered to existing shareholders to prevent dilution of ownership.

**Preferential issue:** Shares issued to strategic investors at a pre-negotiated price, requiring shareholder approval.

**No fixed tenor:** Equity shares have no maturity date, unlike debt securities.

**Promoter control:** Promoters retain majority shareholding to maintain control despite dilution.

**Institutional involvement:** Venture capitalists may actively manage, while mutual funds are typically passive.

**Public company:** A company with shares listed on a stock exchange, requiring extensive disclosures.

**Closely held company:** A company with shares held by promoters and a few investors, often private.

**Anti-dilution provision:** Allows shareholders to maintain ownership percentage by purchasing new shares.

**Dividend declaration:** Approved by the board and shareholders, typically at AGMs.

**Interim dividend:** Dividends declared during the year, in addition to final dividends.

**Shareholder inspection:** Shareholders can inspect company documents and seek legal recourse for mismanagement.

**Capital reduction:** Achieved through buybacks or forfeiture, requiring shareholder approval.

**SEBI regulations:** Govern rights issues and preferential issues to protect shareholder interests.

**Market risk:** Equity investors face potential capital loss due to share price depreciation.

### CHAPTER 3: CHARACTERISTICS OF DEBT SECURITIES

**Debt security:** A contract between issuer and lender for borrowing at predetermined terms.

**Bond vs. debenture:** Bonds are issued by government/public sector; debentures by private companies.

**Principal:** The amount borrowed, represented by the face value of the debt security.

**Coupon rate:** Interest rate paid on the face value, specified at issuance.

**Maturity date:** Date when the principal is repaid to the debt security holder.

**Fixed return:** Debt securities provide fixed interest payments, unlike equity's variable returns.

**Preference in liquidation:** Debt holders are paid before equity shareholders in case of winding up.

**Market value:** Trading price of a debt security, which may differ from its face value.

**Current yield:** Coupon payment divided by the market price of the debt security.

**Yield to Maturity (YTM):** Rate equating discounted future cash flows to the bond's current price.

**Convertible debt:** Hybrid securities convertible into equity at maturity, with lower coupon rates.

**Zero coupon bond:** Issued at a discount, with no periodic interest, redeemed at face value.

**Deep discount bond:** Zero coupon bond with a steep discount, suitable for long-term projects.

**Fixed rate bonds:** Pay predetermined interest at fixed intervals, redeemed at par.

**Floating rate bonds:** Interest rate resets periodically based on a benchmark like RBI Repo Rate.

**Inflation indexed bonds:** Floating rate bonds tied to inflation rates, often issued by RBI.

**Amortising bonds:** Principal and interest paid over the bond's life, not just at maturity.

**Asset-backed securities:** Bonds created from pooled assets, like mortgage-backed securities.

**Deferred interest bonds:** Allow deferral of coupon payments in the initial years.

**Step-up bonds:** Coupon rates increase over time to reduce initial interest burden.

**Credit rating:** Assesses default risk, influencing the interest rate of debt securities.

**Money market instruments:** Short-term debt like commercial papers and treasury bills.

**Commercial paper:** Unsecured, short-term debt issued by corporations for working capital.

**Treasury bills:** Government-issued short-term securities with maturities up to one year.

**Certificate of deposit:** Issued by banks, representing a time deposit with fixed interest.

**Secured debt:** Backed by company assets, reducing risk for lenders.

**Unsecured debt:** Not backed by assets, carrying higher risk and interest rates.

**Debt listing:** Debt securities may be listed on stock exchanges for trading.

**Coupon frequency:** Interest payments can be monthly, quarterly, semi-annual, or annual.

**Bond valuation:** Market value fluctuates based on demand, supply, and interest rate changes.

**Capital gains/loss:** Arise when debt securities are sold above or below their purchase price.

**Benchmark rate:** Used in floating rate bonds to reset interest rates periodically.

**Structured obligations:** Indian term for asset-backed securities like mortgage-backed bonds.

**Plain vanilla bonds:** Standard fixed-rate bonds with regular interest and principal repayment.

**Default risk:** Influences the coupon rate, with higher risk leading to higher rates.

**Long-term debt:** Bonds with maturities exceeding one year, up to 30 years or more.

**Short-term debt:** Includes money market instruments with maturities less than one year.

**Credit rating agencies:** SEBI-registered agencies assess the creditworthiness of debt issuers.

**Interest expense:** Coupon payments are treated as expenses before calculating taxable profits.

**Debt covenants:** Terms in debt agreements that protect lenders' interests.

**Bond issuance:** Can be at par, premium, or discount, affecting market value.

**Mortgage-backed securities:** Bonds backed by home loan repayments, a type of asset-backed security.

**Variable rate bonds:** Another term for floating rate bonds, common in housing loans.

**Inflation protection:** Inflation indexed bonds protect investors from inflation-driven losses.

**Repayment schedule:** Amortising bonds have a structured repayment of principal over time.

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## CHAPTER 4: CHARACTERISTICS OF OTHER SECURITIES

**Warrants:** Give the right to buy shares at a specified price before a set date.

**Convertible debentures:** Debt securities convertible into equity at maturity, offering lower coupons.

**Depository Receipts (DRs):** Certificates representing shares of a foreign company, traded locally.

**American Depository Receipt (ADR):** DRs issued in the U.S. for foreign company shares.

**Global Depository Receipt (GDR):** DRs issued globally, representing foreign company shares.

**Indian Depository Receipt (IDR):** DRs issued in India for foreign company shares.

**Foreign Currency Convertible Bonds (FCCBs):** Bonds issued in foreign currency, convertible into equity.

**Exchange Traded Funds (ETFs):** Funds tracking indices, traded like stocks on exchanges.

**Index Funds:** Mutual funds tracking market indices, offering low-cost diversification.

**Real Estate Investment Trusts (REITs):** Trusts investing in income-generating real estate, distributing profits.

**Infrastructure Investment Trusts (InvITs):** Trusts investing in infrastructure projects, distributing income.

**Alternative Investment Funds (AIFs):** Pooled investment vehicles for private equity, hedge funds, etc.

**Corporate Fixed Deposits:** Fixed-term deposits offered by companies, carrying higher risk than bank deposits.

**Warrant pricing:** Based on the underlying share price and time to expiration.

**Convertible debenture benefit:** Offers fixed interest with potential equity upside.

**DR purpose:** Facilitates cross-border investment without direct foreign share ownership.

**FCCB advantage:** Allows companies to raise foreign currency funds with conversion option.

**ETF liquidity:** Traded on exchanges, providing high liquidity to investors.

**Index fund goal:** Replicate index performance with minimal tracking error.

**REIT distributions:** Mandated to distribute most income as dividends to investors.

**InvIT focus:** Invests in infrastructure assets like roads and power plants.

**AIF categories:** Include venture capital, private equity, and hedge funds under SEBI regulation.

**Corporate FD risk:** Higher interest rates but riskier due to lack of deposit insurance.

**Warrant exercise:** Holders can buy shares at a fixed price, benefiting from price rises.

**Convertible debenture terms:** Specify conversion ratio and price at issuance.

**DR issuance:** Requires a custodian bank and depository to issue receipts.

**FCCB conversion:** Converts into equity at a predetermined price, diluting existing shareholders.

**ETF structure:** Holds a basket of securities mirroring an index or sector.

**Index fund cost:** Typically lower fees due to passive management strategy.

**REIT regulation:** Governed by SEBI, ensuring transparency and investor protection.

**InvIT returns:** Derived from infrastructure project cash flows, distributed to unitholders.

**AIF flexibility:** Can invest in diverse assets, unlike mutual funds.

**Corporate FD tenure:** Fixed maturity periods, often ranging from one to five years.

**Warrant risk:** May expire worthless if the share price doesn't exceed the exercise price.

**Convertible debenture risk:** Lower coupons may not compensate if conversion value is low.

**DR trading:** Traded on local exchanges, simplifying access to foreign stocks.

**FCCB currency risk:** Exposure to exchange rate fluctuations for issuers and investors.

**ETF diversification:** Reduces risk by investing in a broad range of securities.

**Index fund tracking:** Aims to match index returns, minimizing deviation.

**REIT income:** Primarily from rental income of real estate properties.

**InvIT regulation:** SEBI mandates periodic disclosures and distribution requirements.

**AIF investors:** Typically high-net-worth individuals or institutional investors.

**Corporate FD default:** Risk of non-payment by the issuing company, unlike bank FDs.

**Warrant leverage:** Offers high returns potential with lower upfront investment.

**Convertible debenture appeal:** Balances fixed income with equity growth potential.

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## CHAPTER 5: BASICS OF MUTUAL FUNDS

**Mutual funds:** Pooled investment vehicles collecting funds from investors for diversified portfolios.

**Units of mutual funds:** Represent investors' proportionate ownership in the fund's assets.

**Asset Management Company (AMC):** Manages mutual fund investments and operations.

**Net Asset Value (NAV):** Per-unit value of the fund's assets minus liabilities.

**Open-ended funds:** Allow continuous buying and selling of units at NAV.

**Close-ended funds:** Fixed number of units, traded on exchanges after the initial offer.

**Diversification:** Mutual funds spread investments across assets to reduce risk.

**Professional management:** AMCs employ experts to manage fund investments.

**Liquidity:** Open-ended funds offer easy redemption, enhancing investor flexibility.

**Low investment threshold:** Mutual funds allow small investments, making them accessible.

**Transparency:** Funds disclose NAV, portfolio holdings, and expenses regularly.

**Regulatory oversight:** SEBI regulates mutual funds to protect investor interests.

**Assets Under Management (AUM):** Total market value of a fund's investments.

**Expense ratio:** Annual fees charged by the fund, impacting investor returns.

**Portfolio diversification:** Reduces risk by investing in various asset classes.

**Mutual fund types:** Include equity, debt, hybrid, and sectoral funds.

**NAV calculation:** Total assets minus liabilities, divided by the number of units.

**Redemption:** Investors can sell units back to the fund at the current NAV.

**Systematic Investment Plan (SIP):** Allows regular, fixed investments in mutual funds.

**Capital gains:** Profits from selling mutual fund units at a higher NAV.

**Dividend option:** Investors receive periodic payouts from fund profits.

**Growth option:** Profits are reinvested to increase the NAV of units.

**Fund objective:** Defines the investment goal, like growth, income, or capital preservation.

**Risk profile:** Varies by fund type, with equity funds carrying higher risk.

**Mutual fund benefits:** Offer diversification, liquidity, and professional management.

**SEBI regulations:** Mandate disclosures and investor protection measures for funds.

**Fund manager:** Makes investment decisions to achieve the fund's objectives.

**Benchmark index:** Used to compare a fund's performance with market standards.

**Exit load:** Fee charged for redeeming units within a specified period.

**New Fund Offer (NFO):** Initial offering of a new mutual fund scheme.

**Key Information Memorandum (KIM):** Summarizes fund details for investors.

**Portfolio turnover:** Measures how frequently the fund's holdings are changed.

**Debt funds:** Invest in bonds and fixed-income securities for stable returns.

**Equity funds:** Invest in stocks, aiming for capital appreciation.

**Hybrid funds:** Combine equity and debt for balanced risk and return.

**Sectoral funds:** Focus on specific industries, carrying higher risk.

**Tax benefits:** Certain funds offer tax deductions under specific schemes.

**Fund performance:** Evaluated based on returns, risk, and benchmark comparison.

**Investor suitability:** Funds cater to different risk appetites and investment goals.

**SIP benefits:** Encourages disciplined investing and rupee cost averaging.

**NAV disclosure:** Daily for open-ended funds, ensuring transparency.

**Fund expenses:** Include management fees, distribution costs, and operational charges.

**RTA role:** Handles investor services, unit allotments, and record-keeping for mutual funds.

**Mutual fund risk:** Subject to market, credit, and liquidity risks.

**Investor education:** Funds promote awareness to help investors make informed decisions.

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## CHAPTER 6: SEBI - ROLE AND REGULATIONS

**SEBI Act, 1992:** Establishes SEBI to regulate securities markets and protect investors.

**Investor protection:** SEBI aims to ensure fair practices and transparency in markets.

**Insider Trading Regulations:** Prohibit trading based on unpublished price-sensitive information.

**Fraudulent Practices Regulations:** Prevent unfair trade practices in securities markets.

**Investor Education and Protection Fund (IEPF):** Manages unclaimed dividends and shares.

**RTA Regulations, 1993:** Govern registrars and share transfer agents' operations.

**Intermediaries Regulations, 2008:** Set standards for market intermediaries' conduct.

**Depositories Regulations, 2018:** Regulate depositories and participants for demat services.

**SEBI objectives:** Protect investors, promote market development, and regulate intermediaries.

**Insider trading:** Involves trading by those with access to confidential company information.

**Prohibited practices:** Include market manipulation and fraudulent transactions.

**IEPF purpose:** Returns unclaimed assets to rightful investors or their heirs.

**RTA registration:** Mandatory with SEBI to perform registrar and transfer functions.

**Compliance officer:** RTAs must appoint a qualified company secretary for regulatory compliance.

**Tripartite agreement:** Required for appointing a new share transfer agent.

**Depository system:** Facilitates electronic holding and transfer of securities.

**Investor grievances:** SEBI mandates prompt redressal by RTAs and intermediaries.

**SCRA compliance:** Ensures securities contracts adhere to regulatory standards.

**SEBI powers:** Include issuing guidelines, conducting inspections, and imposing penalties.

**Disclosure requirements:** RTAs must report investor complaints and resolutions monthly.

**KYC norms:** Mandatory for investor identification and anti-money laundering compliance.

**Cybersecurity framework:** SEBI's CSCRF strengthens cyber resilience for regulated entities.

**Stewardship code:** Guides mutual funds and AIFs in corporate governance of investee companies.

**Investor awareness:** SEBI promotes financial literacy to empower investors.

**Regulatory sandbox:** Allows testing of innovative financial products in a controlled environment.

**RTA responsibilities:** Include processing applications, corporate actions, and investor services.

**Insider trading penalties:** SEBI imposes strict penalties for violations to ensure fairness.

**Fraud prevention:** Regulations prohibit misleading disclosures and market manipulations.

**IEPF transfer:** Unclaimed shares/dividends are transferred to IEPF after seven years.

**Depository participants:** Facilitate investor interaction with the depository system.

**SEBI guidelines:** Ensure RTAs maintain transparency and efficiency in operations.

**Compliance reporting:** RTAs report to SEBI and stock exchanges on investor services.

**Investor rights:** SEBI ensures investors' access to fair and timely grievance redressal.

**Market integrity:** SEBI regulations promote trust and stability in securities markets.

**RTA oversight:** SEBI monitors RTAs for compliance with investor service standards.

**Cyber audit:** Regulated entities must submit cybersecurity reports as per CSCRF.

**Insider trading disclosure:** Companies must report insider trades to stock exchanges.

**IEPF claims:** Investors can reclaim assets from IEPF through a defined process.

**RTA record-keeping:** Maintains accurate records of share transfers and investor details.

**SEBI inspections:** Regular audits ensure intermediaries comply with regulations.

**Investor complaints:** RTAs must disclose complaint data on their websites monthly.

**Depository oversight:** SEBI regulates depositories to ensure secure demat operations.

**Fraudulent trade penalties:** SEBI imposes sanctions for unfair practices to protect markets.

**Stewardship responsibilities:** Institutional investors monitor governance in listed companies.

**Regulatory updates:** SEBI periodically amends regulations to enhance market efficiency.

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## CHAPTER 7: PUBLIC OFFER OF SECURITIES

**Public offer:** Issuing shares to the public to raise equity capital.

**Initial Public Offer (IPO):** First-time issuance of shares to the public by a company.

**Further Public Offer (FPO):** Additional share issuance by an already listed company.

**Reservations:** Shares reserved for specific investor categories like retail or QIBs.

**Eligibility for IPO:** Companies must meet SEBI criteria, including profit and capital requirements.

**Buyback of securities:** Company repurchases shares, reducing outstanding share capital.

**Public issue process:** Involves pre-issue preparation and post-issue allotment activities.

**Retail investors:** Individuals investing small amounts, typically up to ₹2 lakh.

**Qualified Institutional Buyers (QIBs):** Institutional investors like mutual funds and banks.

**Non-Institutional Investors (NIIs):** High-net-worth individuals investing above retail limits.

**SEBI ICDR Regulations:** Govern public issues to ensure transparency and fairness.

**IPO objectives:** Raise capital for expansion, debt repayment, or operational needs.

**FPO purpose:** Additional capital raising by listed companies for various purposes.

**Share allotment:** Based on applications received, subject to SEBI allocation rules.

**Buyback regulations:** Governed by SEBI Buy-Back Regulations, 2018, ensuring fairness.

**Minimum public shareholding:** Listed companies must maintain 25% public holding.

**Book Building:** Pricing mechanism where investor bids determine the issue price.

**Fixed price issue:** Shares offered at a predetermined price set by the issuer.

**Oversubscription:** When applications exceed the shares offered in a public issue.

**Underwriting:** Intermediaries guarantee subscription of shares in a public issue.

**Prospectus:** Document detailing company and issue information for investors.

**Red Herring Prospectus:** Preliminary prospectus filed before final pricing.

**Green Shoe Option:** Allows oversubscription to stabilize post-issue share prices.

**Listing requirements:** Companies must meet stock exchange criteria for listing shares.

**IPO pricing:** Determined through book building or fixed price methods.

**Allotment basis:** Pro-rata or lottery-based, depending on subscription levels.

**Lock-in period:** Promoters' shares may be locked in post-IPO to prevent early sales.

**Buyback methods:** Include tender offers and open market purchases.

**SEBI oversight:** Ensures compliance with public offer regulations and investor protection.

**Retail reservation:** Portion of shares reserved for retail investors in public issues.

**QIB allocation:** Significant share allocation to institutional investors in IPOs.

**Application process:** Investors apply through ASBA or UPI for public issues.

**Escrow account:** Holds investor funds during the public issue process.

**Refund process:** Excess or unallotted funds returned to investors post-allotment.

**Lead manager:** Coordinates the public issue process, ensuring regulatory compliance.

**Share dilution:** New share issuance reduces existing shareholders' ownership percentage.

**Buyback benefits:** Enhances shareholder value by reducing outstanding shares.

**IPO disclosures:** Companies must provide detailed financial and operational information.

**Stock exchange role:** Facilitates listing and trading of shares post-public issue.

**Investor categories:** Include retail, NII, and QIB, each with specific allocation rules.

**Buyback limits:** SEBI regulates the maximum shares a company can repurchase.

**IPO timeline:** Reduced to T+3 days for listing, per SEBI regulations.

**FPO eligibility:** Less stringent than IPO, focusing on additional capital needs.

**Public issue transparency:** Mandatory disclosures ensure investor awareness.

**Buyback approval:** Requires shareholder approval via special resolution.

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## CHAPTER 8: MODES OF ALLOTMENT OF SHARES OTHER THAN PUBLIC OFFERS

**Private placement:** Issuing shares to a select group of investors, not the public.

**Qualified Institutions Placement (QIP):** Issuance of shares to QIBs on a private placement basis.

**Rights issue:** Shares offered to existing shareholders to prevent ownership dilution.

**Employee Stock Options (ESOPs):** Shares allotted to employees as part of compensation.

**Convertible debentures conversion:** Debt securities converted into equity shares per terms.

**Private placement regulations:** Governed by SEBI ICDR and Companies Act provisions.

**QIP eligibility:** Available to listed companies meeting SEBI financial criteria.

**Rights issue ratio:** Determines shares offered per existing share held.

**ESOP purpose:** Incentivizes employees by offering ownership in the company.

**Convertible bond terms:** Specify conversion price and ratio at issuance.

**Private placement approval:** Requires shareholder approval to issue shares.

**QIP pricing:** Based on SEBI guidelines, often at a discount to market price.

**Rights issue voluntary:** Shareholders can choose to participate or sell rights.

**ESOP vesting:** Employees earn the right to exercise options over time.

**Convertible bond dilution:** Conversion reduces existing shareholders' ownership.

**Private placement limit:** Caps on shares issued to comply with public shareholding norms.

**QIP speed:** Faster capital raising compared to public offers.

**Rights issue pricing:** Often at a discount to attract shareholder participation.

**ESOP regulations:** Governed by SEBI and Companies Act for fair implementation.

**Convertible bond benefit:** Balances debt financing with equity conversion potential.

**Private placement investors:** Include institutional investors and strategic partners.

**QIP restrictions:** Cannot be issued to promoters or related parties.

**Rights issue process:** Involves offer letter and shareholder communication.

**ESOP taxation:** Taxable as perquisite when options are exercised by employees.

**Convertible bond issuance:** Requires detailed disclosures in offer documents.

**Private placement flexibility:** Allows tailored agreements with select investors.

**QIP disclosures:** Mandatory reporting to stock exchanges post-issuance.

**Rights issue timeline:** Streamlined by SEBI for faster processing.

**ESOP benefits:** Aligns employee and company interests through ownership.

**Convertible bond risk:** Investors face risk if conversion value is low.

**Private placement documentation:** Includes board and shareholder resolutions.

**QIP compliance:** Adheres to SEBI ICDR and LODR regulations.

**Rights issue renounceability:** Shareholders can sell rights to other investors.

**ESOP allocation:** Limited to eligible employees as per company policy.

**Convertible bond maturity:** Converts or is redeemed at the end of the term.

**Private placement speed:** Quicker than public issues, with fewer regulatory hurdles.

**QIP purpose:** Used for capital expenditure, debt repayment, or growth funding.

**Rights issue approval:** Requires board and shareholder consent.

**ESOP schemes:** Must be approved by shareholders and comply with SEBI rules.

**Convertible bond appeal:** Attracts investors seeking fixed income and equity upside.

**Private placement dilution:** Reduces existing shareholders' stake, requiring approval.

**QIP limits:** Restricted to 50% of issued capital in a financial year.

**Rights issue benefits:** Maintains proportionate ownership for existing shareholders.

**ESOP administration:** Often managed by RTAs for record-keeping and allotment.

**Convertible bond regulation:** Subject to SEBI and RBI guidelines for FCCBs.

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## CHAPTER 9: PROCESSES RELATED TO PUBLIC OFFERING OF SHARES

**Pre-issue work:** Involves preparing prospectus, appointing intermediaries, and obtaining approvals.

**Post-issue work:** Includes share allotment, refunds, and listing on stock exchanges.

**Prospectus:** Legal document detailing company and issue information for investors.

**Red Herring Prospectus:** Preliminary prospectus without final issue price or offer size.

**Underwriting:** Intermediaries guarantee subscription of shares in case of undersubscription.

**Green Shoe Option:** Allows additional share issuance to stabilize post-listing prices.

**Book Building:** Pricing method based on investor bids within a price band.

**Fixed price issue:** Shares offered at a set price, not determined by bids.

**SME IPO:** Public offer by small and medium enterprises with relaxed regulations.

**ASBA:** Application Supported by Blocked Amount, ensuring funds remain in investor accounts.

**UPI integration:** Facilitates IPO applications with faster payment processing.

**Lead manager:** Coordinates pre- and post-issue activities, ensuring compliance.

**Share allotment:** Pro-rata or lottery-based, depending on subscription levels.

**Refund process:** Returns unallotted or excess funds to investors post-allotment.

**Listing timeline:** Reduced to T+3 days per SEBI regulations for faster listing.

**Prospectus filing:** Mandatory with SEBI and stock exchanges before issue.

**Underwriter role:** Absorbs unsubscribed shares, reducing issuer risk.

**Green Shoe mechanism:** Stabilizes share prices by allowing additional share sales.

**SME IPO eligibility:** Lower financial thresholds compared to mainboard IPOs.

**ASBA process:** Blocks funds in investor's account until allotment is finalized.

**UPI limits:** Caps on transaction amounts for retail investors in public issues.

**Draft Red Herring Prospectus:** Filed with SEBI for review before final prospectus.

**Book Building advantages:** Ensures market-driven pricing for public issues.

**SME IPO benefits:** Enables smaller companies to access capital markets.

**Allotment transparency:** SEBI mandates fair and equitable share allocation.

**Refund timeline:** Must be completed within T+3 days post-allotment.

**Lead manager duties:** Include due diligence, marketing, and regulatory filings.

**Green Shoe limit:** Up to 15% of the issue size can be issued under this option.

**Prospectus disclosures:** Include financials, risks, and issue objectives.

**ASBA banks:** Designated banks handle blocked funds for public issue applications.

**UPI advantages:** Simplifies payment and reduces application processing time.

**SME IPO listing:** On SME platforms of BSE or NSE for smaller companies.

**Underwriting agreement:** Specifies terms for intermediaries' subscription obligations.

**Book Building process:** Involves bidding, price discovery, and allocation.

**Red Herring disclosures:** Excludes final price but includes all other issue details.

**Listing agreement:** Signed with stock exchanges to meet listing obligations.

**SME IPO regulations:** Governed by SEBI ICDR with relaxed norms for SMEs.

**ASBA eligibility:** Available to all investor categories for public issues.

**UPI mandate:** Single-block, multiple-debit system for efficient fund blocking.

**Prospectus approval:** Requires SEBI and stock exchange clearance before issuance.

**Green Shoe execution:** Managed by a stabilizing agent post-listing.

**Allotment criteria:** Based on SEBI guidelines for equitable distribution.

**Refund mechanism:** Processed through electronic transfers for efficiency.

**SME IPO disclosures:** Simplified compared to mainboard IPOs but still mandatory.

**Issue monitoring:** Lead managers ensure compliance with issue timelines and rules.

## CHAPTER 10: ROLES AND RESPONSIBILITIES IN A PUBLIC ISSUE

**Registrar and Transfer Agent (RTA):** Manages application processing, allotments, and investor services.

**Sponsor Bank:** Facilitates UPI-based payments for public issue applications.

**Bankers to the Issue:** Handle escrow accounts and fund transfers for public issues.

**Syndicate Members:** Intermediaries accepting bids and placing orders for the issue.

**Designated Intermediaries:** Include brokers and DPs facilitating investor applications.

**RTA responsibilities:** Include data validation, share allotment, and refund processing.

**Sponsor Bank role:** Ensures seamless UPI payment integration with ASBA.

**Bankers' duties:** Manage investor funds in escrow and facilitate refunds.

**Syndicate Members' role:** Coordinate with stock exchanges for bid collection.

**ASBA facility:** Blocks funds in investor accounts until allotment is finalized.

**RTA data management:** Maintains accurate records of applications and allotments.

**Sponsor Bank compliance:** Adheres to SEBI and RBI guidelines for UPI transactions.

**Bankers' escrow:** Ensures secure handling of investor funds during the issue.

**Syndicate Members' eligibility:** Must be SEBI-registered and authorized by exchanges.

**RTA investor services:** Handle grievances, share transfers, and corporate actions.

**Sponsor Bank limits:** Manages UPI transaction caps for retail investors.

**Bankers' coordination:** Work with RTAs for smooth fund allocation and refunds.

**Syndicate Members' underwriting:** May underwrite portions of the public issue.

**ASBA advantages:** Enhances fund security and simplifies application process.

**RTA reporting:** Submits issue-related data to SEBI and stock exchanges.

**Sponsor Bank technology:** Integrates UPI with clearing corporations for settlements.

**Bankers' accountability:** Ensure timely transfer and refund of investor funds.

**Syndicate Members' outreach:** Market the issue to attract investor participation.

**RTA efficiency:** Must process applications within SEBI-specified timelines.

**Sponsor Bank monitoring:** Tracks UPI mandates for successful application processing.

**Bankers' compliance:** Adhere to SEBI and RBI regulations for fund handling.

**Syndicate Members' coordination:** Work with lead managers for issue execution.

**ASBA integration:** Combines with UPI for faster and secure applications.

**RTA grievance redressal:** Addresses investor complaints promptly and transparently.

**Sponsor Bank role in refunds:** Facilitates quick refund processing via UPI.

**Bankers' record-keeping:** Maintains records of all transactions during the issue.

**Syndicate Members' bids:** Collect and validate investor bids for allotment.

**RTA technology:** Uses systems for efficient application and allotment processing.

**Sponsor Bank security:** Ensures secure handling of UPI-based payments.

**Bankers' escrow accounts:** Segregate investor funds to prevent misuse.

**Syndicate Members' reporting:** Submit bid data to RTAs and stock exchanges.

**ASBA process:** Ensures funds remain in investor accounts until allotment.

**RTA coordination:** Works with banks and exchanges for seamless issue execution.

**Sponsor Bank limits:** Caps UPI transactions at ₹5 lakh for public issues.

**Bankers' transparency:** Provide clear records of fund movements to regulators.

**Syndicate Members' role in ASBA:** Accept ASBA applications from investors.

**RTA post-issue duties:** Include listing coordination and share certificate issuance.

**Sponsor Bank efficiency:** Reduces payment processing time for investors.

**Bankers' regulatory compliance:** Follow SEBI guidelines for escrow management.

**Syndicate Members' investor support:** Assist investors during the application process.

**RTA investor interface:** Manages communications and updates for shareholders.

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## CHAPTER 11: DEPOSITORY SERVICES

**Dematerialisation:** Conversion of physical securities into electronic form for trading.

**Depository system:** Facilitates electronic holding and transfer of securities.

**Depository Participants (DPs):** Intermediaries linking investors to the depository.

**Depositories:** NSDL and CDSL manage electronic securities in India.

**Investor accounts:** Beneficiary accounts hold dematerialized securities for trading.

**Dematerialisation benefits:** Enhances security, reduces paperwork, and speeds up transfers.

**Depository role:** Ensures safe custody and efficient transfer of securities.

**DP eligibility:** Includes banks, brokers, RTAs, and NBFCs with SEBI registration.

**Beneficiary account:** Investor's account with a DP for holding demat securities.

**ISIN:** Unique identifier for securities in the depository system.

**Dematerialisation process:** Involves submitting physical certificates to DPs for conversion.

**Depository oversight:** SEBI regulates depositories for investor protection.

**Investor interface:** Investors interact with depositories through DPs for services.

**Electronic transfers:** Shares are transferred electronically, reducing settlement time.

**DP services:** Include account opening, demat, remat, and pledge of securities.

**NSDL and CDSL:** India's two depositories, managing most demat accounts.

**Dematerialisation request:** Submitted via Dematerialisation Request Form (DRF).

**Depository security:** Uses robust systems to prevent fraud and errors.

**Investor KYC:** Mandatory for opening demat accounts with DPs.

**DP net worth:** SEBI mandates minimum net worth for DPs, e.g., ₹10 crore for RTAs.

**Electronic trading:** Demat accounts enable seamless trading on stock exchanges.

**Depository fees:** Charged by DPs for account maintenance and transactions.

**Dematerialisation timeline:** Typically completed within 21 days of request.

**Depository transparency:** Provides investors with transaction and holding statements.

**DP responsibilities:** Execute investor instructions for share transfers and pledges.

**Dematerialisation security:** Reduces risks of loss, theft, or damage to physical certificates.

**Depository connectivity:** Links with stock exchanges and RTAs for smooth operations.

**Investor convenience:** Demat accounts simplify shareholding and trading processes.

**DP compliance:** Must adhere to SEBI Depositories Regulations, 2018.

**Dematerialisation mandatory:** SEBI mandates demat form for listed securities transfers.

**Depository reporting:** Provides data to SEBI and exchanges on holdings and transfers.

**DP grievance redressal:** Handles investor complaints related to demat services.

**Electronic settlement:** Facilitates faster trade settlements through clearing corporations.

**Dematerialisation advantages:** Eliminates risks of physical certificate handling.

**Depository infrastructure:** Uses advanced technology for secure record-keeping.

**DP account types:** Include resident, non-resident, and corporate accounts.

**Dematerialisation verification:** DPs verify documents before processing requests.

**Depository audits:** SEBI conducts inspections to ensure compliance.

**Investor access:** DPs provide online platforms for account management.

**Dematerialisation records:** Maintained electronically for accuracy and retrieval.

**Depository linkage:** Connects investors, issuers, and exchanges for efficient operations.

**DP investor education:** Guides investors on demat account usage and benefits.

**Dematerialisation efficiency:** Reduces transaction costs and processing time.

**Depository resilience:** Implements cybersecurity measures per SEBI guidelines.

**DP coordination:** Works with RTAs for corporate actions and share transfers.

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## CHAPTER 12: PROCESSES RELATED TO DEPOSITORIES

**Dematerialisation process:** Involves submitting DRF and physical certificates to DPs.

**Rematerialisation:** Conversion of electronic securities back to physical certificates.

**Trading and settlement:** Depository system enables electronic trade settlements.

**Beneficial Owner Reporting:** DPs report investor holdings to depositories and issuers.

**Corporate actions:** Include dividends, bonus issues, and stock splits processed via depositories.

**Reconciliation:** Ensures issuer, depository, and RTA records align for accuracy.

**IEPF transfer:** Unclaimed shares transferred to IEPF after seven years.

**Dematerialisation Request Number (DRN):** Unique identifier for demat requests.

**Rematerialisation Request Form (RRF):** Used to request physical certificate issuance.

**Clearing corporation:** Facilitates trade settlement in the depository system.

**Corporate action processing:** DPs credit dividends, bonus shares, or rights to accounts.

**Reconciliation frequency:** Daily, weekly, or monthly to ensure data consistency.

**IEPF account:** Holds unclaimed shares and dividends for investor claims.

**Dematerialisation timeline:** Completed within 21 days, per SEBI guidelines.

**Rematerialisation purpose:** Investors may prefer physical certificates for specific reasons.

**Trade settlement cycle:** T+1 for most securities, ensuring quick transfers.

**Beneficial owner data:** Includes investor details like PAN, address, and holdings.

**Corporate action types:** Mandatory (e.g., dividends) or voluntary (e.g., rights issues).

**Reconciliation process:** Matches shareholding data across issuer, RTA, and depository.

**IEPF claims process:** Investors submit claims to recover assets from IEPF.

**Dematerialisation benefits:** Faster transfers, reduced costs, and enhanced security.

**Rematerialisation timeline:** Typically processed within 30 days of request.

**Settlement process:** Involves delivery of securities and funds via clearing corporations.

**Beneficial owner reports:** Submitted weekly to issuers for corporate action processing.

**Corporate action credits:** Automatically credited to demat accounts by DPs.

**Reconciliation errors:** Resolved promptly to maintain accurate records.

**IEPF regulations:** Governed by IEPF Authority Rules, 2016, and amendments.

**Dematerialisation mandatory:** SEBI requires demat form for listed security transfers.

**Rematerialisation request:** Requires investor KYC and account verification.

**Trade confirmation:** DPs confirm trade execution and settlement to investors.

**Corporate action notifications:** Issued by RTAs and depositories to investors.

**Reconciliation importance:** Prevents discrepancies in shareholding data.

**IEPF transfer process:** RTAs facilitate transfer of unclaimed shares to IEPF.

**Dematerialisation security:** Uses secure systems to prevent fraud or errors.

**Rematerialisation rarity:** Less common due to preference for demat holdings.

**Settlement efficiency:** Depositories reduce settlement risks and delays.

**Beneficial owner updates:** DPs update investor details like address or bank.

**Corporate action disputes:** Handled by DPs and RTAs per SEBI guidelines.

**Reconciliation audits:** Conducted to ensure compliance with SEBI regulations.

**IEPF investor awareness:** RTAs and depositories educate investors on claim processes.

**Dematerialisation records:** Maintained electronically for easy access and retrieval.

**Rematerialisation fees:** Charged by DPs for processing physical certificate requests.

**Settlement obligations:** DPs ensure delivery of securities to meet trade obligations.

**Corporate action transparency:** Investors receive timely updates on actions like dividends.

**Reconciliation tools:** Automated systems used by RTAs and depositories for accuracy.

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## CHAPTER 13: INVESTOR INTERFACE WITH THE R&T AGENT

**Transfer of securities:** RTAs process share transfers in physical or demat form.

**Change in investor information:** RTAs update details like address, bank, or PAN.

**Duplicate certificate:** Issued by RTAs for lost or damaged physical certificates.

**Stop transfers:** RTAs halt transfers in cases of disputes or legal issues.

**Transmission:** Transfer of shares to heirs upon shareholder's death.

**Investor services timelines:** SEBI mandates specific timelines for RTA services.

**Online processing:** RTAs offer web-based platforms for investor requests.

**Annual General Meeting (AGM):** RTAs facilitate shareholder participation and voting.

**E-voting:** RTAs provide electronic voting facilities for shareholder resolutions.

**RTA AGM responsibilities:** Include preparing shareholder lists and managing voting.

**Change of address SOP:** Requires KYC documents like Aadhaar or utility bills.

**Duplicate certificate SOP:** Involves affidavit and indemnity bond submission.

**Transmission SOP:** Requires death certificate and legal heir documents.

**KYC updation:** Mandatory for PAN, address, and bank details updates.

**Investor grievances:** RTAs must resolve complaints within SEBI timelines.

**Stop transfer process:** Initiated for lost shares or legal disputes, with investor notification.

**Transmission process:** Simplified for small holdings with relaxed documentation.

**E-voting platform:** Provided by RTAs or depositories for shareholder convenience.

**AGM coordination:** RTAs ensure accurate shareholder data for meetings.

**Online grievance redressal:** RTAs implement systems like SCORES for complaints.

**Change of address verification:** Requires self-attested KYC documents for processing.

**Duplicate certificate issuance:** Requires verification of investor identity and holdings.

**Transmission eligibility:** Legal heirs or nominees inherit shares per company records.

**KYC compliance:** Adheres to SEBI and PMLA guidelines for investor verification.

**Investor communication:** RTAs send updates on service requests via email/SMS.

**Stop transfer reasons:** Include theft, fraud, or court orders restricting transfers.

**E-voting benefits:** Enhances shareholder participation and voting efficiency.

**AGM shareholder lists:** RTAs prepare Register of Members for voting eligibility.

**Grievance transparency:** RTAs disclose complaint data on websites monthly.

**Change of address timeline:** Processed within 30 days per SEBI guidelines.

**Duplicate certificate timeline:** Issued within 45 days of complete documentation.

**Transmission timeline:** Completed within 60 days with proper documents.

**KYC forms:** Standardized formats for updating investor details, per SEBI.

**Online service portals:** RTAs offer platforms for tracking requests and complaints.

**Stop transfer reversal:** Requires resolution of underlying issues or court orders.

**E-voting security:** Uses secure systems to ensure voting integrity.

**AGM notices:** RTAs distribute notices to shareholders per regulatory timelines.

**Grievance escalation:** Investors can escalate unresolved issues to SEBI's SCORES.

**Change of address documents:** Include utility bills not older than three months.

**Duplicate certificate indemnity:** Investors provide bond to cover potential losses.

**Transmission disputes:** Resolved through legal documents or court orders.

**KYC mandatory fields:** Include PAN, Aadhaar, bank details, and contact information.

**Online request tracking:** RTAs provide Complaint Registration Numbers for transparency.

**E-voting regulations:** Governed by SEBI and Companies Act for fair voting.

**RTA investor support:** Ensures prompt and accurate handling of shareholder queries.

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## CHAPTER 14: SECONDARY MARKET TRANSACTIONS

**Secondary market:** Platform for trading listed securities among investors.

**Stock markets:** BSE and NSE facilitate secondary market trading in India.

**Market participants:** Include brokers, DPs, clearing corporations, and custodians.

**Listing of securities:** Companies list shares on exchanges, meeting SEBI criteria.

**SEBI LODR Regulations:** Govern listing obligations and disclosure requirements.

**Brokers:** SEBI-registered intermediaries executing trades on stock exchanges.

**Depository Participants (DPs):** Manage demat accounts for trading and settlement.

**Clearing corporation:** Guarantees trade settlements, reducing counterparty risk.

**Custodians:** Hold securities for institutional investors, ensuring safe custody.

**Listing requirements:** Include minimum public shareholding and profit criteria.

**Public shareholding:** Listed companies must maintain 25% public holding.

**LODR disclosures:** Mandate timely financial and operational disclosures.

**UPI block facility:** Blocks funds in investor accounts for secondary market trades.

**Trade settlement:** Completed in T+1 cycle for most securities.

**Broker eligibility:** Requires SEBI registration and minimum base capital.

**DP net worth:** Minimum ₹10 crore for RTAs acting as DPs, per SEBI.

**Clearing corporation role:** Clears and settles trades, ensuring fund and security delivery.

**Custodian services:** Include settlement, corporate action processing, and reporting.

**Listing agreement:** Defines company obligations to investors and exchanges.

**LODR compliance:** Includes quarterly financial reports and investor grievance data.

**UPI advantages:** Enhances security by keeping funds in investor accounts.

**Broker exposure:** Limited by base capital deposited with the exchange.

**DP responsibilities:** Execute investor instructions for share transfers and pledges.

**Clearing corporation funds:** Manages blocked funds for trade settlements.

**Custodian clients:** Primarily institutional and foreign portfolio investors.

**Listing disclosures:** Include price-sensitive information and corporate actions.

**LODR amendments:** Strengthen corporate governance and investor protection.

**UPI settlement:** Integrates with clearing corporations for efficient settlements.

**Broker registration:** Must meet SEBI and stock exchange eligibility criteria.

**DP account management:** Provides investors with transaction and holding statements.

**Clearing corporation guarantee:** Ensures trade completion even if a party defaults.

**Custodian compliance:** Adheres to SEBI regulations for securities handling.

**Listing profit criteria:** Minimum ₹15 crore average operating profit for three years.

**LODR cybersecurity:** Requires reporting of cyber incidents with quarterly reports.

**UPI block mechanism:** Single-block, multiple-debit system for trade funding.

**Broker role in trades:** Executes buy/sell orders on behalf of investors.

**DP KYC compliance:** Mandatory for account opening and transaction processing.

**Clearing corporation efficiency:** Reduces settlement risks and delays.

**Custodian reporting:** Provides detailed holding and transaction reports to clients.

**Listing transparency:** Ensures timely dissemination of price-sensitive information.

**LODR board composition:** Mandates independent directors and audit committees.

**UPI transaction limits:** Caps at ₹5 lakh for secondary market trades.

**Broker client servicing:** Assists investors with trade execution and queries.

**DP investor support:** Offers online platforms for demat account management.

**Clearing corporation integration:** Links with depositories for seamless settlements.

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## CHAPTER 15: CLIENT SERVICING

**Investor definition:** Individuals or entities investing capital for financial returns.

**First Time Right (FTR):** Ensuring services are performed correctly the first time.

**Client servicing principles:** Include attitude, patience, empathy, and compassion.

**Service etiquettes:** Transparency, truthfulness, and professionalism in investor interactions.

**Investor grievances:** RTAs must resolve complaints promptly and transparently.

**FTR requirements:** Single point of contact and extensive product knowledge.

**Empathy:** Understanding and addressing investors' emotions and needs.

**Patience:** Essential for handling frustrated or unclear investor queries.

**Compassion:** Focuses on relieving investor issues with tailored solutions.

**Liaising skills:** RTAs coordinate with companies and regulators for investor services.

**Communication skills:** Use positive language and clear answers for investor satisfaction.

**Transparency:** Provide accurate information about RTA services and processes.

**Keeping promises:** Avoid commitments that cannot be fulfilled to maintain trust.

**Proactive support:** Address investor issues before escalation to enhance satisfaction.

**Feedback collection:** Seek investor feedback post-resolution to improve services.

**Professional attitude:** Maintain consistent professionalism in all interactions.

**Gratitude:** Thank investors to build rapport and loyalty.

**SOP compliance:** Follow standard operating procedures for processing requests.

**Maker-checker concept:** Ensures accuracy in document processing by RTAs.

**Objection processing:** Send objection letters for incomplete requests via registered post.

**KYC requirements:** Mandatory PAN, Aadhaar, and utility bills for verification.

**Document preservation:** Store documents securely, with shredding after approval.

**Complaint registration:** Generate unique numbers for tracking investor grievances.

**SCORES platform:** SEBI's online system for filing and escalating complaints.

**Online Dispute Resolution (ODR):** Alternative for unresolved grievance disputes.

**FTR approach:** Ensures prompt and accurate handling of investor requests.

**Misrepresentation avoidance:** Provide truthful information to prevent confusion.

**Fair services:** Avoid rejections or allotments on flimsy grounds.

**Confidentiality:** Do not disclose investor information without authorization.

**Non-discrimination:** Treat all investors equally, per SEBI guidelines.

**Grievance redressal timeline:** Resolve complaints within SEBI-specified periods.

**Investor details:** Collect PAN, Aadhaar, and contact info for effective resolution.

**Website disclosures:** RTAs must publish monthly complaint data online.

**ODR portal:** Facilitates online arbitration and conciliation for disputes.

**Grievance escalation:** Investors can escalate issues to SEBI or ODR if unresolved.

**Thanking investors:** Enhances reputation and encourages positive word-of-mouth.

**SOP for documents:** All requests must be inwarded and assigned a unique number.

**KYC verification:** Ensures compliance with anti-money laundering regulations.

**Investor communication:** Use email/SMS for updates on service requests.

**Feedback benefits:** Helps RTAs improve service quality and efficiency.

**Professional language:** Avoid negative phrases to maintain investor confidence.

**Grievance records:** RTAs maintain detailed records of complaints and resolutions.

**ODR institutions:** Empanelled by MIIs for arbitration and conciliation services.

**Investor education:** RTAs guide investors on processes and grievance mechanisms.

**Service consistency:** Use standardized vocabulary for clear communication.

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### IMPORTANT FORMULAS

**Dividend Payout:** Dividend per share = (Dividend percentage × Face value) / 100

**Dividend Yield:** Dividend yield = (Dividend per share / Market price) × 100

**Current Yield (Debt):** Current yield = (Annual coupon payment / Market price) × 100

**Yield to Maturity (YTM):** Price =  $\sum (\text{Cash flow} / (1 + \text{YTM})^t)$

**Share Premium:** Share premium = Issue price – Face value

**Number of Shares (Stock Split):** New shares = Original shares × (Split ratio)

**Number of Shares (Consolidation):** New shares = Original shares / Consolidation ratio

**NAV (Mutual Fund):** NAV = (Total assets – Total liabilities) / Number of units

**Expense Ratio:** Expense ratio = (Total fund expenses / Average AUM) × 100

**Bonus Issue Shares:** Bonus shares = Existing shares × (Bonus ratio)



**IMPORTANT NOTE :**

1. Attend **ALL** Questions.
2. For the questions you don't know the right answer – Try to eliminate the wrong answers and take a guess on the remaining answers.
3. DO NOT MEMORISE the questions & answers. It's not the right way to prepare for any NISM exam. Good understanding of Concepts is essential.

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*All the Best ☺*

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