



SATELLITE CORPORATE SERVICES PVT. LTD.

Registrar to an Issue & Share Transfer Agent in Category – I, Reg. No. INR000003639

Regd. Off.: A 106 & 107, Dattani Plaza, East West Compound, Andheri Kurla Road,

Safed Pool Sakinaka, Mumbai - 400072. Tel : 022-28520461, 022-28520462

E-mail : service@satellitecorporate.com, scs_pl@yahoo.co.in

CIN NO. : U65990MH1994PTC077057 Website : www.satellitecorporate.com

OUR VISION

To protect the interests of investors by enabling them to understand the risks involved and invest in a fair, transparent, secure market, and to get services in a timely and efficient manner.

OUR MISSION

- To have streamlined procedures to ensure ease of transacting/ investing in securities market for investors.
- To ensure that SEBI registered intermediaries / regulated entities adhere to their investor charters, including grievance redressal mechanism.
- To enable investors to understand risks involved before investing.
- To ensure fair and equitable treatment to investors.
- To analyse the causes of investor grievances on a periodic basis and make appropriate policy amendments, if required.
- To provide for alternative dispute resolution mechanism in agreements between investors and Mills/ Intermediaries.
- To encourage innovative and digital solutions in securities market.

INVESTORS have RIGHT to

- Get fair and equitable treatment.
- Expect redressal of investor grievances filed in SCORES in a time bound manner.
- Get quality services from SEBI recognised Market Infrastructure Institutions and SEBI registered intermediaries / regulated entities/ Asset Management Companies.

INVESTORS have RESPONSIBILITY to:

- Deal with SEBI recognised Market Infrastructure Institutions and SEBI registered intermediaries / regulated entities only.
- Update their contact details like address, mobile number, email address, nomination, etc. and other key KYC details in case of any change.
- Ensure that grievances are taken up with the concerned entities within time limits prescribed.
- Ensure that their accounts are operated only for their own benefit.

DO's for Investors:

- Read and understand the documents carefully before investing.
- Know about the Investor Grievance Redressal Mechanism.
- Know the risks involved before investing.
- Keep track of account statements and promptly bring any discrepancy noticed to the concerned stock exchange, intermediary or Asset Management Company.
- Know about various fees, charges, margins, premium, etc. involved in the transactions.
- Preserve relevant transaction related documents.

DONT's for Investors:

- Don't make payments in cash while making any investment in securities market, beyond the prescribed limit.
- Don't share your critical information like account details, login ids, passwords, DIS, etc. with anyone.



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Timelines pertaining to various services provided by RTA

Sr No	Nature of Service	Expected Timelines (number of days)
A	Investor Service Request:	
1	Processing of transmission request	21
2	Processing of issue of duplicate security certificate request	30
3	Processing of dematerialization request	15
4	Processing of remat request	30
5	Processing of Transposition request	15
6	I. Processing of request for change in / up-dation of	30
	a. Name	
	b. Signature	
	c. Nomination	
	d. Contact details (Address, E-mail address and Mobile number)	
	e. Bank account details	
	II. Processing of request for Up-dation of PAN	15
7	Processing of Re-validation of dividend / interest / redemption instruments and sending the remittance request files to the bank / Company	15
B	Grievance Redressal	
1	Providing response to the inquiries of the investors and Redressal of Grievance	30
C	Other Operational activities	
1	Allotment of securities (IPO)	6
2	Intimation regarding distribution of corporate benefits (dividend, bonus, stock Split)	15 30
	a. E-mail communication	
	b. Physical communication	

Rights of investors

- Receive all the benefits/ material information declared by the Company.
- Actively participate in the AGM / EGM of the company & E-voting events so as to be a part of the decision making of the Company's business resolutions.
- In case of any grievances, approach RTA, Depository, Company, Stock Exchange or SEBI for resolution within prescribed timelines.



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DOs and DON'Ts for Investor

Dos	Don'ts
<ol style="list-style-type: none">1. Encash dividend/Interest regularly to avoid transfer of unclaimed amount/underlying securities to IEPF.2. Follow up diligently and promptly if you have not receive allotment intimation/ certificate / dividend / interest etc.3. Ensure that your PAN is registered with the RTA for all your folios.4. Ensure nomination is registered for all your securities to smoothen the transmission.5. Ensure that all KYC details viz full postal address with PIN, mobile number, e-mail address etc. are updated to facilitate the RTA for sending communication.6. Ensure that correct and complete Bank details are recorded with RTA to facilitate prompt electronic credit of dividend / interest / redemption amounts and eliminate possibility of unclaimed amounts / underlying securities being transferred to IEPF.7. Promptly inform the RTA in writing and complete required formalities in case of loss of securities.8. Ensure that the documents provided for availing any investor service request are complete in all respects and keep copies of documents sent to the RTA.9. Monitor all corporate announcements pertaining to investments made.	<ol style="list-style-type: none">1. Do not keep your folios without PAN.2. Do not keep your folios without nomination3. Do not deal with unauthorized persons for any investor service requests such as change in / up-dation of address, e-mail address, mobile number and bank details.4. Do not share security details, viz. folio number, certificate number, distinctive number(s), bank details, specimen signature, KYC documents, etc. with unknown person(s).