

STANDARD OPERATING PROCEDURE

Processing Transmission of Securities and Mutual Fund Units

1. PURPOSE & SCOPE

- **Objective:** To delineate a standardized, risk-aligned, and operational framework for processing transmission requests of corporate securities and mutual fund units upon the demise of a sole holder or all joint account holders.
- **Applicability:** Mandatory for all processing entities, including Listed Issuers, Registrars and Share Transfer Agents (RTAs), Asset Management Companies (AMCs), Depositories, and Depository Participants (DPs).
- **Exclusions:** Excludes cases subject to active legal litigation, adverse court orders, or conflicting third-party claims. Such matters must be formally adjudicated through judicial proceedings prior to executing transmission.

2. CATEGORIZATION & THRESHOLD FRAMEWORK

Transmission requests are categorized into three operational tiers based on market valuation and relationship eligibility:

CATEGORY	DEMAT MODE LIMIT	ELIGIBLE CLAIMANT CRITERIA
Quick Transmission Processing (QTP)	Up to 30,000	Immediate Relatives Only: Parents, Spouse, Children and Parents-in-law.
Simplified Documentation	Up to 30.00 Lakhs	All eligible legal heirs/claimants where no nomination exists.
Above Threshold	Exceeding 30.00 Lakhs	Legal heirs/claimants supported by legal succession documentation.

* **Market Valuation Mandate:** Asset value must be quantified by the claimant based on the closing stock exchange market price prior to the application date at any recognized stock exchange.

3. OPERATIONAL PROCEDURES & DOCUMENT MATRIX

3.1. Survivorship Transmission (Joint Holdings)

- **Procedure:** Upon the demise of a joint holder, securities/units are transmitted directly to the surviving holder(s).
- Documentation:** Only a verifiable copy of the Death Certificate of the deceased holder is required.
- **Operational Restriction:** Processing entities shall not mandate re-KYC, fresh indemnities, or undertakings from surviving joint holders.

3.2. Accounts with Registered Nomination

• **Principle:** The nominee acts as a legal trustee on behalf of the legal heirs. In the event of a nominee's prior demise, assets are distributed pro-rata among surviving registered nominees.

• **Required Documentation:**

1. Transmission Request Form (TRF) - Annexure-3.
2. Client Master List (CML) of the nominee's demat account.
3. Verifiable Death Certificate of the investor.
4. Original Security Certificates or Statement of Account (SOA).
5. Minority proof and Guardian KYC (where the nominee is a minor).
6. FATCA/CRS Declaration & Nomination/Opt-out form (as applicable).

3.3. Non-Nominated Accounts (Part A)

A. Quick Transmission Processing (QTP Category)

1. TRF-cum-Undertaking on Plain Paper Annexure-2.
2. Documentary proof of immediate relationship (Birth Certificate, School Leaving Certificate, Passport, Marriage Certificate, Aadhaar, PAN, Voter ID, Ration Card, or Annexure-B Affidavit if unavailable).
3. Verifiable Death Certificate.
4. Original Security Certificate / SOA copy.
5. CML of the claimant's demat account.

B. Simplified Documentation Category

1. Transmission Request Form Annexure-3.
2. CML of claimant's demat account.
3. Verifiable Death Certificate.
4. Original Security Certificate / SOA copy.
5. Notarized Indemnity Bond executed on non-judicial stamp paper Annexure-4.
6. Notarized Combined Affidavit-cum-NOC from all legal heirs Annexure-5 (or an attested Family Settlement Deed).

Document Waiver: Submission of court-issued succession instruments (Succession Certificate, Probate, Letter of Administration, or Court Decree) waives the requirement for an Indemnity Bond and non-claimant legal heir NOCs.

C. Above Threshold Category

1. Standard documentation (TRF Annexure-3, CML, Verifiable Death Certificate, Certificates/SOA).
2. Notarized Combined Affidavit-cum-NOC from all legal heirs - Annexure-5.
3. Any ONE of the following legal succession proofs:
 - Copy of Will (under Indian Succession Act, 1925) + Notarized Indemnity Bond (Annexure-4).
 - Legal Heirship Certificate (issued by Revenue Authority not below Tehsildar) + Notarized Indemnity Bond (Annexure-4).
 - Copy of Succession Certificate / Letter of Administration / Court Decree.

* **Regulatory Note:** Probate of Will is no longer mandatory. Court-issued succession instruments exempt the submission of non-claimant legal heir NOCs.

4. DOCUMENT VERIFICATION STANDARDS

Verifiable Death Certificate Criteria:

- Original death certificate OR copy attested by claimant (verified against original).
- Copy attested by a Notary Public, Gazetted Officer, or JMFC.
- Digital copy with an embedded Quick Response (QR) Code.

Overseas Demise Documentation:

- Death certificates issued outside India must be authenticated via Court/Notary in the host nation, Consularization by the Indian Embassy/Consulate, Apostille, or authorized officials of overseas branches of Indian Scheduled Commercial Banks.
- Self-attested English translation if the original document is in a foreign language.

5. SERVICE LEVEL AGREEMENTS (SLAS) & WORKFLOW

STAGE 1: RECEIPT & DEFICIT INTIMATION

Acknowledge application receipt immediately upon submission. Explicitly record and communicate any document deficits upfront.

STAGE 2: FORMAL CONFIRMATION

Issue a formal acknowledgment confirmation upon receipt of complete and compliant documentation.

STAGE 3: TURNAROUND TIME (TAT)

Process and finalize transmission within a maximum period of 21 CALENDAR DAYS from complete document receipt. Written justifications must be documented for any rejection or delay.

6. STANDARDIZED TEMPLATE REFERENCE

- Annexure-2: TRF-cum-Undertaking for QTP (Plain Paper Format).
- Annexure-3: Standard Transmission Request Form (TRF).
- Annexure-4: Standard Bond of Indemnity (Stamp Paper & Notarized).
- Annexure-5: Combined Affidavit-cum-No Objection Certificate (Stamp Paper & Notarized).