



Investor Service Procedure for Physical Shareholders

SEBI vide its **Circular** has prescribed common and simplified norms for processing investor's service request by Registrar & Share Transfer Agents (R&TAs) of the companies and norms for furnishing PAN, KYC and Nomination details. Further, it has made mandatory for the Members holding securities in physical form to furnish PAN, Contact details, Bank A/c details and Specimen signature for their corresponding folio numbers to the R&TA of the Company. In case of failure to provide required documents and details as per aforesaid SEBI Circulars, the holders of physical securities shall be eligible:

- to lodge grievance or avail any service request from the R&TA only after furnishing PAN and KYC details.
- for any payment including dividend, interest or redemption payment in respect of such folios, only through electronic mode with effect from 1st April, 2024.

In view of the above, Shareholders of the Company holding Shares in Physical Form, are requested to provide following documents/details to the Company's R&TA i.e. KFin Technologies Limited (KFIN):

- PAN, Contact details including Postal address with PIN code, Mobile Number, E-mail address in Form ISR – 1;
- Bank Account details including Bank name and branch, Bank account number, IFS code in Form ISR – 1;
- Furnishing/mismatch in Specimen Signature in Form ISR – 2;
- Furnishing Nomination details (for all eligible folios) in Form SH - 13;
- Changes in Nomination details in Form – SH- 14;
- Cancellation of Nomination or Variation in Nomination and opting out of Nomination details in Form SH- 14 and Form ISR - 3 respectively.

The physical shareholders can download the said Forms mentioned above as per SEBI circular by clicking on below links:

Forms	Description	Download Forms
Form ISR-1	Request for Registering PAN, KYC & Bank Details or updation thereof (postal address, Mobile No. & E-Mail ID)	Form-ISR-1
Form ISR - 2	In case of major mismatch in signature of shareholder or in case signature is not available with Company.	Form-ISR-2
Form ISR-3	Declaration Form for Opting - out of Nomination	Form-ISR-3
Form SH -13	For Furnishing Nomination Details	Form SH-13

Form SH-14	Cancellation or Variation in Nomination	Form SH-14
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Forms for other Service Requests:

Forms	Description	Download Forms
Form ISR-4	Request for issue of Duplicate Certificate, Claim from Unclaimed Suspense Account, Replacement/Renewal/ Exchange of securities certificate, Endorsement, Sub- division/ Splitting of securities certificate, Consolidation of securities certificate/folios, Transmission and Transposition	Form ISR-4
Form ISR-5	Request for Transmission of Securities by Nominee or Legal Heir	Form ISR-5

The Members can submit the above documents/details through following modes:

1. **In Person Verification:** by producing the originals to the authorised person of the R&TA, who will retain copy(ies);
2. **In hard copy:** by sending self-attested photocopy(ies) with date of the relevant document at the below mentioned address of the R&TA.

Kind Attn: Mr. Mohammed Shanoor
Unit: Gujarat Gas Limited
KFin Technologies Limited,
Selenium Tower B, Plot No. 31 - 32,
Gachibowli, Financial District,
Nanakramguda, Serilingampally,
Telangana, Hyderabad - 500 032

3. **With e-sign:** by sending scanned copies of KYC documents with e-sign at ris@kfintech.com with subject line as “GGL KYC updation – Equity Shares” or by Uploading scanned copies of KYC documents with e-sign at <https://ris.kfintech.com/clientservices/isc/>