



**Artson Engineering Limited**

**SHAREHOLDER  
INFORMATION  
BOOKLET**

**[12 October 2012]**

**Version 1.0**

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## Abbreviations and Definitions

Sr. No.	Abbreviation/ Term	Particulars/ Definition
1	“the Company”	Artson Engineering Limited
2	OG&H Industry	Oil Gas & Hydrocarbon Industry
3	SICA	The Sick Industrial Companies (Special Provisions) Act, 1985
4	BIFR	Board for Industrial and Financial Reconstruction
5	Sanctioned Scheme	Rehabilitation Scheme sanctioned by the BIFR vide its Order issued on 18 <sup>th</sup> December 2007
6	TPL	Tata Projects Limited
7	BSE	Bombay Stock Exchange Limited
8	ISIN	International Securities Identification Number – A unique identification number of a security
9	SEBI	Securities and Exchange Board of India
10	Sharepro	Sharepro Services (India) Private Limited – the Company's Share Registrars and Transfer Agents
11	NSDL	National Securities Depository Limited
12	CDSIL	Central Depository Services (India) Limited
13	Shareholder/s	Shareholder of the Company means person/s whose name/s is/ are registered in the Company's records and includes a joint-holder.
14	Claimant/s	Claimant includes a shareholder and/ or legal heir, constituted attorney or authorised representative of a shareholder.
15	DP	Depository Participant
16	Demat	Dematerialisation of Shares
17	Remat	Rematerialisation of Shares
18	DRF	Demat Request Form
19	DRN	Demat Request Number
20	RRF	Remat Request Form
21	RRN	Remat Request Number

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## **1. Background**

### **1.1 Artson Engineering Limited (the Company)**

The Company was incorporated in the year 1978 and since inception, the Company has commissioned, on turn-key basis, several fuel storage and handling facility systems and emerged as one of the foremost companies in the Country specializing in such systems. The Company's expertise has gradually expanded beyond the Country and it has been executing prestigious overseas contracts as well. The Company operates in the business segment of Oil, Gas and Hydrocarbon (OG&H) Industry.

As per the Audited Balance Sheet as on 30<sup>th</sup> September 2004, the Company's networth was fully eroded due to the accumulated losses. As a consequence, the Company was referred to the BIFR as a sick company under the provisions of Section 3 (1) (O) of the Sick Industrial Companies (Special Provisions) Act, 1985. The Company's reference as a sick company was registered under Case No. 152/ 2004 with the BIFR. At the hearing held on 27<sup>th</sup> November 2007, the BIFR sanctioned the Rehabilitation Scheme of the Company and the Order sanctioning the scheme of rehabilitation was received by the Company on 18<sup>th</sup> December, 2007 (Sanctioned Scheme). The Sanctioned Scheme is presently under implementation.

### **1.2 Admission of Tata Projects Limited as Strategic Investor and Co-Promoter**

In terms of the Sanctioned Scheme, Tata Projects Limited (TPL), being the Strategic Investor and Co-promoter has already acquired 75% stake in the Company. The Company has, thus become a subsidiary of TPL. In terms of the said Sanctioned Scheme, TPL has also taken the Management Control of the Company by inducting its representatives as Nominee Directors on the Company's Board of Directors.

In addition to the support in the rehabilitation of the Company as per the Sanctioned Scheme, the Company is in a position to derive benefits from TPL by way of professional management, project execution intellect, quality services, TPL's strong presence in core sectors of the economy and good governance practices.

### **1.3 Salient Information about the Shares and Shareholders:**

#### **Reduction in Paid-up Value of Shares**

As per the Sanctioned Scheme, the Company had to reduce the paid-up value of shares from ₹ 10/- each fully paid-up to ₹ 1/- each and consequently, Equity Shares of ₹ 10/- each fully paid-up are now equity shares of ₹ 1/- each fully paid – up (reduction of capital).

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**The Shareholders should note that there is no change in the number of shares held by a shareholder.**

For shares held in Physical Form on the Record Date i.e. 8<sup>th</sup> February 2008, after giving effect to the reduction in paid-up value as above in the records of the Company, stickers for affixation on the Share Certificates were sent to the Shareholders to their address as registered in the Company's records.

Those Shareholders who have not received the Stickers are requested to write to the Company or its Share Registrars and Transfer Agents, for supply of the stickers [See Para 3.9 under Section – Concepts and Procedures on Shares Related Matters].

**Listing of Shares**

The Company's shares are listed on the Bombay Stock Exchange Limited (BSE) and the stock code allotted by the BSE is 522134. The Company's shares are under compulsory trading in dematerialised form only.

As at 30<sup>th</sup> September 2012, the Company had 14,446 shareholders and about 94.54% of the shares are held in electronic (Demat) form.

**New ISIN**

Consequent to the reduction in paid-up value of shares, the new **ISIN of the equity shares is INE 133D01023**. The Shareholders are kindly requested to quote the new ISIN in all shares-related transactions, especially for Dematerialisation and Rematerialisation of shares.

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## 2. Investor Service

### 2.1 Share Registrars and Transfer Agents

The Company has appointed Sharepro Services (India) Private Limited (Sharepro) as its Share Registrars and Transfer Agents. All share related transactions viz. transfer, transmission, transposition, nomination, change of name, change of address, change in signature, registration of a Power of Attorney, Replacement/ split or consolidation of shares certificates/ dematerialisation/ rematerialisation of shares, issue of duplicate certificates etc. are handled by Sharepro.

Shareholders are requested to address all correspondence in relation to shares related matters to Sharepro at any of the following addresses:

<p>Sharepro Services (India) Private Limited (Registered Office) UNIT: Artson Engineering Limited 13AB, Samhita Warehousing Complex, 2<sup>nd</sup> Floor, Sakinaka Telephone Exchange Lane, Off Andheri – Kurla Road, Sakinaka, Andheri (East), Mumbai 400 072</p> <p>Tel: 91- 22- 6772 0300/400, Fax: 91- 22- 28591568</p> <p>Email: <a href="mailto:sharepro@shareproservices.com">sharepro@shareproservices.com</a></p>	<p>Sharepro Services (India) Private Limited (Investor Relation Centre) UNIT: Artson Engineering Limited 912, Raheja Centre, Free Press Journal Road, Nariman Point, Mumbai 400 021</p> <p>Tel: 91- 22 – 6613 4700</p>
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### 2.2 Secretarial Department

The contact details of the Secretarial Department at the Registered Office of the Company are:

Secretarial Department  
Artson Engineering Limited  
Registered Office:  
Rang Udyan, Building No. 2, 1<sup>st</sup> Floor,  
Sitladevi Temple Road, Mahim (West),  
Mumbai 400016

Tel: (022) 66255600  
Fax: (022) 66255614

Email: [vnp@artson.net](mailto:vnp@artson.net)

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### 3. Concepts and Procedures – Shares-related matters

Information on some important shares related matters is given below:

#### 3.1 Transfer of Shares

Transfer of shares involves change in ownership of shares and associated rights from one person (Transferor) to the other (Transferee).

##### Steps involved

##### For transfer of shares in physical form:

- Fill-up Transfer Deed in Form 7 B and submit the duly executed Transfer Deed to Sharepro alongwith the Original Share Certificate(s) and a copy of PAN.
- Affix 'share transfer stamps' of appropriate value on Transfer Deed. The prescribed rate of stamp duty is 25 paise per ₹ 100 or part thereof based on the market value of shares as on the date of execution of Transfer Deed. After affixing the share transfer stamps, cancel them to prevent misuse.
- On receipt of the Transfer Deed and the share certificate(s), Sharepro will verify the correctness and if found valid in all respects, will register the transfer within 15 days from the date of the lodgment of the transfer.
- The share certificate(s) with the requisite endorsement will be returned to the lodger.

##### For transfer of shares in electronic (demat) form:

- In case of shares held in demat form, the transfer is effected electronically through NSDL/ CDSIL mechanism. The shareholders can execute the transfers through the Depository Participant Account.
- The shareholders are requested to note that pursuant to notification issued by Securities Exchange Board of India (SEBI), trading in the Company's shares is under 'compulsory demat' mode.

##### Documents required (Indicative List)

- Transfer Deed in Form 7B
- Original Share Certificate(s)
- Copy of PAN

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### **3.2 Deletion of Name:**

When shares are registered in the names of more than one shareholder and one of the Joint-holder is deceased, the name of the deceased shareholder is required to be deleted.

#### **Steps Involved:**

- Residual shareholder(s) (Claimant/s) are required to submit a request for deletion of name;
- On receipt of request, Sharepro shall verify the records and advise the Claimant to submit the relevant documents;
- The Claimant/s is/ are then required to submit the documents to Sharepro;
- Sharepro will then process the request and the name of the deceased holder is deleted from the records;
- Shares remain registered in the name of the Claimant/s.

#### **Documents required (Indicative List):**

- Copy of Death Certificate issued by the concerned Municipal Corporation under the provisions of the Registration of Death & Births Act, 1969
- PAN Card copy of residual shareholder/s
- Proof of Identity
- Proof of Residence

(Photocopies of all the above-mentioned documents should be attested by a Magistrate or a Notary Public)

### **3.3 Transmission of Shares:**

When the shares are registered in the sole name of the deceased shareholder then the following procedure for transmission of shares is required to be followed.

#### **Steps Involved:**

- Legal heir(s) (Claimant/s) should submit a request for transmission of shares to Sharepro;
- Sharepro shall verify the records and advise the Claimant/s to submit the relevant documents;
- The Claimant/s should submit the documents duly complete in all respects;
- Sharepro will then process the request and the shares will be transmitted to the name of the Claimant/s.



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**Documents required (Indicative List):**

- Copy of Death Certificate issued by the concerned Municipal Corporation under the provisions of the Registration of Death & Births Act, 1969
- Succession Certificate/ Letter of Administration/ Probate of Will
- Transmission Form
- No Objection/ Renunciation Letter from other legal heirs
- Proof of Identity of Claimant
- PAN Card copy of Claimant
- Proof of Residence of Claimant
- Indemnity and Affidavit

(Photocopies of all the above-mentioned documents should be attested by a Magistrate or a Notary Public)

**3.4 Issue of Duplicate Share Certificate:**

When the Original Share Certificate is lost/ misplaced/ not-traceable, the Shareholder/s is/ are required to follow the procedure for obtaining duplicate share certificate.

**Steps Involved:**

- Shareholder/s (Claimant/s) has/ have to submit a request for issue of duplicate share certificate to Sharepro;
- Sharepro will verify the records and advise the Claimant/s to submit the relevant documents, and simultaneously Sharepro will inform BSE about loss of share certificate as intimated by the Shareholder/s;
- The Claimant/s should submit the documents as advised by Sharepro;
- Sharepro will then process the request and if found valid in all respects, a duplicate share certificate is issued in the name of the shareholder/s;
- Subsequent to this, Sharepro informs the BSE about issue of duplicate share certificate and details thereof

**Documents\* required (Indicative List):**

- FIR lodged with the Police Authorities
- Newspaper Notice or Notice issued in the Official Gazette
- Proof of Identity of Shareholder/s
- PAN Card copy of Shareholder/s
- Proof of Residence of Shareholder/s
- Indemnity and Affidavit
- Surety Form

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(Photocopies of all the above-mentioned documents should be attested by a Magistrate or a Notary Public)

Procedural relaxation in submission of documents –

In the event of loss of original share certificate(s), a shareholder/s has/ have to submit various documents as indicated above and follow a lengthy process in order to obtain duplicate share certificate(s). It was observed that, publication of advertisement in the Government Gazette is time consuming and, in the alternate, publication of advertisement in the newspaper is costly.

The Investors Grievance Committee, at its Meeting held on 29th April 2011, took note of the procedural relaxation permitted under the “Guidelines for processing of transfers/ objections” issued by the Securities and Exchange Board of India (SEBI) and, as an investor-friendly measure, approved that:

- the Company/ Sharepro will not insist on publication of a Notice either in the Government Gazette or in the newspapers, in cases where the market value of lost shares as on the date of execution of indemnity/affidavit does not exceed ₹ 25,000 and the shareholder agrees to comply with all other prescribed formalities and procedures; and
- on a case to case basis and without precedence above-referred waiver can be granted by the Committee where the market value of lost shares does not exceed ₹ 1 Lakh.

### **3.5 Nomination of Shares:**

Registered Shareholder/s can nominate a person as the “Nominee” who will become the Owner of the share in the event of the death of the Shareholder(s). Nomination prevails over the Will.

#### **Steps Involved:**

- The Shareholder/s is/ are required to submit a Nomination Form (Form 2B) i.e. the request for Nomination of shares. Shareholder/s is/ are advised to follow the instructions mentioned in the Form.
- Sharepro will verify the records and if the Form is valid and complete in all respects, it shall register the Nomination
- For convenience of the Shareholder/s, Nomination Form is made available on the Company’s website

#### **Documents\* required (Indicative List):**

- Form 2B

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### **3.6 Replacement of Share Certificate:**

In the eventuality of the Original Share Certificate getting torn/ mutilated or partially destroyed, the Shareholder is advised to follow the procedure for replacement of Share Certificate

Only the Share Certificate Number changes since the old (original) share certificate is replaced with a new share certificate and there is no change in the shareholding, Folio No. and the Distinctive Nos. range

#### **Steps Involved:**

- Shareholder/s is/ are required to submit a request for issue of new share certificate in lieu of the old (torn/ mutilated or defaced) certificate.
- The request must be accompanied by the Original Share Certificate – as it is;
- Sharepro will verify the records and process the request. If the details are found valid in all respects, the Old Share Certificate is cancelled from records and a new share certificate is issued in lieu of the old share certificate in the name of the shareholder.

#### **Documents required (Indicative List):**

- Original Share Certificate in the existing form/ physical condition.

### **3.7 Consolidation of Share Certificates:**

Consolidation of Share Certificate is possible when shares are held in the same Folio but more than one share certificate is issued. Instead of multiple share certificates, entire shareholding is clubbed into a consolidated or single share certificate

The procedure does not affect the number of shares held.

#### **Steps Involved:**

- Shareholder is required to submit a request for consolidation of share certificates along with all the original Share Certificates pertaining to the same Folio.
- Sharepro will verify the records and if found in order, it will process the request.
- As a result, multiple share certificates surrendered for consolidation are cancelled from the records and a consolidated share certificate is issued in lieu of the multiple share certificates without affecting the number of shares held in that Folio.

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**Documents required (Indicative List):**

- Original Share Certificates

**3.8 Splitting of Share Certificates:**

This is exactly the opposite to Consolidation of Share Certificates. Under this process, the shares held in one share certificate are split into two or more share certificates, as desired by the Shareholder.

There is no change in the total number of shares held. Instead of a single share certificate, the number of shares are split into multiple share certificates as per the requirements of the Shareholder/s.

**Steps Involved:**

- Shareholder is required to submit a request for splitting of share certificate along with the Original Share Certificate.
- Sharepro will verify the records and if found in order, it will process the request.
- As a result, a single share certificate surrendered for splitting is cancelled from the records and multiple share certificates, as desired by the Shareholder, are issued in lieu of the share certificate surrendered. As mentioned above, the number of shares held in that Folio remains unaltered.

**Documents required (Indicative List):**

- Original Share Certificates

**3.9 Reduction in Face Value:**

Pursuant to the Sanctioned Scheme, the face value of 1 (one) equity share of ₹ 10 each fully paid-up is reduced to 1 (one) equity share of ₹ 1 each fully paid-up. As a result, there is no change in the number of shares held. Reduction in face value is different from sub-division of shares.

Old Share Certificates mentioning the face value of ₹ 10 are invalid and are liable to be rejected when submitted for dematerialisation. The Shareholders must submit the Share Certificate mentioning the face value of ₹ 1.

**Steps Involved:**

- The Shareholder is required to submit a request for affixing stickers on the Original Share Certificate and for this purpose, must submit the original share certificate(s) along with the request.

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- Sharepro will verify the records and if found in order, it will process the request and the same share certificate with a sticker mentioning the face value of ₹ 1 will be returned to the Shareholder.
  - Alternatively, the Shareholder may personally visit the Registered Office with the Original Share Certificates and the facility of affixing sticker on the Original Share Certificate is made available at the Registered Office also.

### **3.10 Consolidation of Folios:**

When shares are held in more than one Folio and the names of the shareholders are exactly identical in both the folios, the Shareholder, instead of holding shares in multiple folios, the Shareholder/s can get the folios consolidated so that entire shareholding is clubbed into a single folio.

In this process also the total shareholding remains the same.

#### **Steps Involved:**

- Shareholder is required to submit a request for consolidation of his/ her folios and for this purpose Original Share Certificates must be surrendered along with the request letter;
- Sharepro will verify the records and if all the details are found in order, it will process the request;
- Under this process, the shareholding under multiple folios is consolidated into a single folio and thus the entire shareholding is clubbed under a single folio.
- A single consolidated certificate, if so desired by the Shareholder, can then be issued by following steps for consolidation of share certificates

### **3.11 Dematerialisation of Shares:**

Dematerialisation (Demat) is the process by which securities held in physical form are cancelled and destroyed, and the ownership thereof is entered into and retained in a fungible form on a Depository by way of electronic balances. The name of the Shareholder is registered as a Beneficial Owner.

Trading in demat form is regulated by the Depositories Act, 1996 and is monitored by SEBI. The Company has entered into agreement with both the Depositories viz. NSDL and CDSL and the Shareholders have an option to open demat account with any registered Depository Participant (DP).

Pursuant to the SEBI's notification the shares of the Company are subject to compulsory trading only in demat form on the Stock Exchanges.

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**Salient Advantages of Shareholding and trading in Demat Form:**

- Elimination of bad deliveries and risks associated with physical certificates including loss in postal transit;
- No stamp duty payable on transfer of shares
- Safer and quicker process of transfer/ trading of shares
- Faster settlement cycle
- Faster disbursement of non cash corporate benefits like rights, bonus etc.
- Periodic status reports and information available on internet thereby facilitating convenience in monitoring shareholding in all the companies.

**Steps involved:**

- The Shareholder has to fill up a Demat Request Form (DRF) and has to submit to the DP the DRF as well as the defaced share certificate;
- The concerned DP will verify the details and if found in order, it will generate a Demat Request Number (DRN) & intimate the Depository and Sharepro through e-system. Simultaneous to this, the DP will send the DRF & share certificate to Sharepro;
- Sharepro will verify the details of the electronic request as well as those mentioned in the DRF & Share Certificates with the records maintained by it;

**When demat request is found valid in all respects:**

- Sharepro will update the Register of Members and then validate the request; It will then electronically confirm the DRN to Depository and DP;
- The Depository will credit the DP's account and consequently, the DP will update the investor's demat account and inform the investor accordingly.

**When demat request is found invalid for any reasons:**

- Sharepro will electronically reject the DRN and intimate the same with reasons of rejection to the Depository and DP. The Depository and the DP will cancel the DRN from its system, respectively;
- Sharepro will then return the DRF and Share Certificates to the DP with an objection memo stating the grounds of objection/ rejection.

**3.12 Rematerialisation of Shares:**

Rematerialisation (Remat) is the process by which securities held in electronic form are brought back in physical form. The name of the Beneficial Owner is registered as a Member in the Register of Members.

The Shareholders are requested to note that pursuant to the SEBI's notification the shares of the Company are subject to compulsory trading only in demat form on the Stock Exchanges.

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**Steps involved:**

- The Beneficial Owner/s has/ have to fill up and submit to the DP a Remat Request Form (RRF) and if the request is found to be in order, the DP will generate a Remat Request Number (RRN) and intimate the same to the Depository and Sharepro through e-system;
- The DP will then submit the RRF to Sharepro for verification of details and further processing;
- Sharepro will verify the details of RRF with the details maintained by it in the records and

**When request is found valid in all respects:**

- Sharepro will validate the RRN and then electronically confirm the RRN to Depository and DP;
- The Depository will accordingly debit the DP's account and the DP will update the investor's demat account. It will also inform the investor;
- Sharepro (the Company) will issue a Share Certificate for the number of shares rematerialised and will update the Register of Members;
- Sharepro will then arrange to send the Original Share Certificate to the Shareholder.

**When request is found invalid for any reasons:**

- Sharepro will electronically reject the RRN and intimate the same to Depository and DP along with the reasons for rejection;
- Based on this the Depository and the DP will cancel the RRN from its respective systems;
- Sharepro will then return the RRF to the DP with an objection memo stating the grounds of objection/ rejection

**3.13 Power of Attorney – Authority to another person to deal with shares**

A shareholder can appoint another person, who need not be a Member of the Company, to act on behalf of the Shareholder. For this purpose the Shareholder must register his/ her Power of Attorney, duly executed.

**Steps Involved:**

- Shareholder is required to submit a request for registering the Power of Attorney along with either the Power of Attorney in Original or a notarised copy of the Power of Attorney;
- Sharepro will verify the records and if all the details are found in order, it will process the request and register the Power of Attorney;

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- Once registered, only the Constituted Attorney shall be the person authorised to act and give instructions to Sharepro and only his/ her signature will be registered in the records.
  - The Shareholder, may, if he so desires, change the Constituted Attorney at any time by revoking the Power of Attorney issued. In event of the death of the Shareholder, the power of attorney shall lapse automatically.

### **3.14 Change of Particulars:**

Whenever there is any change in (a) the Registered Address of the Shareholder or (b) in the Name of the Shareholder or (c) in the Shareholder's Signature, the Shareholder should immediately inform the same

#### **Steps Involved:**

- Shareholder should submit a request for registering change(s) in particulars;
- Sharepro will verify the records and advise the Shareholder to submit the relevant documents, if not submitted;
- The Shareholder should then submit the documents as required by Sharepro;
- On receipt of all the documents, Sharepro will process the request and carry out the necessary changes in the records.
- A letter is then sent to the Shareholder confirming that desired changes have been registered.

#### **Documents required (Indicative List):**

##### **Change in Name:**

- Notification issued in the Official Gazette
- Marriage Certificate (for married woman)
- Court Order
- Fresh Certificate of Incorporation issued by RoC (for companies)

##### **Change in Address:**

- Documentary Proof of new Address – Agreement, Electricity Bill, Telephone Bill, Passport, PAN Card etc.
- Copy of Form 18 (for companies)

##### **Change in signature:**

- New Signature/ Thumb Impression attested by the Bank Manager
- Medical Practitioner's certificate for old age/ patients suffering from certain ailments/ deceases (No control over hand while signing/ writing or illegible writing)



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**Generally accepted documents (Indicative List) as Proof of Identity and Proof of Address for Shareholders in the category of Individuals**

**Proof of Identity**

- Passport
- Permanent Account Number (PAN) Card
- Voter's Identity Card
- Aadhaar Card
- Driving License

**Proof of Address**

- Passport
- Aadhaar Card
- Driving License
- Electricity Bill (latest)
- Telephone Bill (latest)
- Agreement / Title Deeds pertaining to Property

(Photocopies of all the above-mentioned documents should be attested by a Magistrate or a Notary Public)

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## **4. Recommendation to the shareholders**

With the objective of providing improved services to its Shareholders and to avoid certain risks while dealing with the Company's shares and related matters, the following are the Company's recommendations to its shareholders:

### **4.1 Open Demat Account and Dematerialise Shares**

Shareholders are requested to convert their holdings in physical form into fungible (demat) form. Various benefits including safe and quicker transfer of shares is possible in demat form and risks associated with physical share certificates are avoided. Pursuant to the SEBI's Notification, the Company's shares are under compulsory trading in demat mode.

### **4.2 Consolidate Multiple Folios**

Shareholders are advised to consolidate their shareholding held in multiple folios. This facilitates better tracking of all corporate actions/ benefits on the shares and would reduce the efforts for monitoring multiple folios.

### **4.3 Take benefit of Nomination Facility**

Pursuant to the provisions of the Companies Act, 1956, facility for making nomination is available to the shareholders in respect of shares held by them. Nomination forms can be obtained from the Registered Office of the Company or the Registrars and Share Transfer Agents of the Company. Nomination has an overriding effect over the will and it helps the successor(s) to get the shares transmitted in their favour.

A format of the Nomination Form is also made available on the Company's website for the Shareholders' benefit.

### **4.4 Keep shareholding details confidential**

The Company strongly recommends that Folio number (Client ID and DP ID number in respect of dematerialized shares) as well signed blank transfer deeds (delivery instruction slips in respect of dematerialised shares) should not be shared or given to any unknown persons.

### **4.5 Deal only through Registered Intermediaries**

Shareholders are advised that they should transact through a registered intermediary who is subject to the regulatory discipline of Securities and Exchange Board of India (SEBI), as it will be responsible for its activities, and in case Intermediary does not act professionally, shareholders can take up the matter with SEBI.

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#### **4.6 Maintain records relating to purchase and sale of securities**

It is recommended that shareholding related Contract Note(s) or Confirmation Memo be kept in records of execution of purchase or sale of securities and ensure that the Contract Note/ Confirmation Memo contains order number, trade number, trade time, quantity, price and brokerage. In case the shareholders have any doubt about the details contained in the Contract Note, they can avail the facility provided by BSE/ NSE to verify the trades on BSE/ NSE websites. It is recommended that this facility be availed on select transactions even if there is no doubt as to the authenticity of the trade/ transaction.

#### **4.7 Monitor holdings regularly**

The Shareholders should try and avoid keeping Demat account dormant for a long period. They should obtain periodic statement of holdings from the concerned Depository Participant (DP) and verify the holdings.

#### **4.8 Mode of Postage**

Share certificate, Original Documents such as Succession Certificate or Court Orders and high value dividend warrants/ cheques/ demand drafts should not be sent by ordinary post. It is recommended that shareholders should send such instruments by registered post or courier.

#### **4.9 Opt for Green Initiative**

Pursuant to the “Green Initiative in Corporate Governance” the Notice convening the Annual General Meeting along with the Balance Sheet, Profit & Loss Account, Directors’ Report and Auditors’ Report etc., are issued in electronic form, to the email address made available by the Depositories. Full text of the Notice and these Reports are also be made available in an easily navigable format on the Company’s website - [www.artson.net](http://www.artson.net).

The Members are requested to opt for “Green Initiative” as it is the eco-friendly, economical and quickest mode of receiving information about the Company.

#### **4.10 Exercise caution**

The Shareholders are, in general and in their own interest, advised to exercise caution while dealing in the shares and securities. The Company related important information is available on the Company’s website at [www.artson.net](http://www.artson.net) and also on the BSE’s website at [www.bseindia.com](http://www.bseindia.com). The Shareholders are advised to take well-informed investment decisions and avoid entering into any transactions based on any rumors or unauthentic information.

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## 5. Grievance Handling Mechanism

### 5.1 Compliance Officer

The Company Secretary of the Company is the Company's compliance officer who is responsible to oversee the shares-related matters of the Company. Presently, Mr. Vishram Panchpor, Company Secretary is the Compliance Officer and his contact details are:

Company Secretary  
Artson Engineering Limited  
Registered Office:  
Rang Udyan, Building No. 2, 1<sup>st</sup> Floor,  
Sitladevi Temple Road, Mahim (West),  
Mumbai 400016

Tel: (022) 66255600

Fax: (022) 66255614

Email: The designated e-mail D for the purpose of registering the grievances/ complaints by investors is [vnp@artson.net](mailto:vnp@artson.net)

### 5.2 Investors Grievance Committee (IGC)

Pursuant to the provisions of Clause 49 of the Listing Agreement with the BSE, the Company's Board of Directors has constituted a Investors Grievance Committee (IGC). The present composition of the IGC is:

Sr. No.	Name	Committee Position
1	Mr. A. K. Misra	Chairman
2	Mr. P. V. Varghese	Member
3	Mr. P. S. Chopde	Member

The Committee Meetings are usually held on a quarterly basis. The Board of Directors has authorised the Committee to consider and approve all shares-related matters. The status on grievances received and resolved is placed at the Committee Meetings.

Investor complaints, if any, are normally attended to and resolved within 7 (seven) working days of receipt.

### 5.3 Grievance Redressal through External Agencies

In case the Shareholder is not satisfied with the Company's or Sharepro's response, the Shareholder can approach any of the under-mentioned External Agencies:

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### **Bombay Stock Exchange Limited (BSE)**

The Shareholder can lodge a complaint electronically with the BSE at its website [www.bseindia.com](http://www.bseindia.com) under the “Investor Desk Section”. Investors are required to fill in various complaint forms depending upon the nature of their complaint.

BSE will forward the complaint to the Company’s Compliance Officer and the complaint is required to be resolved within the time stipulated by the BSE.

### **Securities and Exchange Board of India (SEBI)**

The aggrieved shareholder may lodge a complaint with the SEBI. The SEBI in its endeavour to protect the interest of investors, has provided a platform SEBI – SCORES wherein the investors can lodge their grievances electronically. This facility is available on the SEBI website [www.sebi.gov.in](http://www.sebi.gov.in) under the Investor Guidance Section. After lodging the complaint, the investors can track the status as well.

The SEBI will forward the complaint to the Company’s Compliance Officer and the complaint is required to be resolved electronically within the time stipulated by the SEBI.

### **Ministry of Corporate Affairs**

Ministry of Corporate Affairs (MCA) has, under the e-Governance initiative of “MCA21” on its portal - [www.mca.gov.in](http://www.mca.gov.in), made available a system of grievance Redressal. One of the key benefits of this initiative includes timely redressal of investor grievances. MCA 21 system accepts complaints by filling the prescribed e-Form and the same is to be filed online. The status of the complaint can be viewed by quoting the Service Request Number (SRN) provided at the time of filing the complaint.

### **Investor Education and Protection Fund (IEPF)**

The Investor Education and Protection Fund (IEPF), under the auspices of the MCA, is a dedicated organisation for promotion of investor awareness and protection of their interests. IEPF, through Investor Helpline, assists investors in redressal of their grievances. A facility to lodge the grievances online (in electronic form) is provided to the Investors on IEPF’s website - [www.investorhelpline.in](http://www.investorhelpline.in).

### **Depositories**

National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSIL), the Depositories, have their respective complaint/ grievance handling cells. The Investors may send an email to NSDL at [relation@nsdl.co.in](mailto:relation@nsdl.co.in) specifying all the details as well as the nature of grievance. As regards CDSIL, the Investors who wish to seek general Information on depository services may mail their queries to [investors@cDSLindia.com](mailto:investors@cDSLindia.com). With respect to the complaints/ grievance of the demat accountholders relating to the services of the DPs, mails may be addressed to [complaints@cDSLindia.com](mailto:complaints@cDSLindia.com).