



SHCIL

Stock Holding Corporation of India Ltd.

Stock Exchange Towers, No. 51, 1st Cross, J.C. Road,
Bangalore - 560 027.

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REF NO: ESTAMPING/ACC/11-12/01

Date:16/11/2011

To

The Nodal officer
KSSFC
Dr. Rajkumar Hood
Rajaj. Nagar, Bangalore.

Sir/Madam,

Sub: Instructions to be followed in e stamping -reg

All the ACCs & its members are requested to strictly implement the following while operating their e-Stamping counters. You are also requested to give us a letter in writing regarding the implementation of the following :

- Use of original cartridge for printing e-Stamps is mandatory. Please confirm to us regarding the usage of original cartridge in all your branches.
- It is mandatory to use Client requisition format prescribed by SHCIL.
- Display of address & office working hours outside the counter is mandatory. Govt has notified working hours between 10 a.m to 4 p.m. No customer should be denied of service if they visit the counter during these working hours.
- All the resigned, suspended users/supervisors ids are to be deactivated immediately.
- For printing e-Stamp certificate use of 80 to 100 GSM bond paper is mandatory. Any deviations in this regard will be viewed seriously.
- Sharing of password amongst the users is strictly prohibited.
- e-Stamp certificate must be issued in the name of individual or a Corporate.
- No correction on the e-Stamp certificate is allowed.
- Systems must be connected through UPS. Usage of direct raw power may lead to problems.
- Required assistance for the illiterate customer may be extended at the counters.
- Receipt for service charges collected needs to be given to clients.

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[Signature]
17/11/11

