

Operational Guidelines for Modification of Client details in NDML KRA System

A. General Guidelines

1. A client whose KYC details are registered with NDML KRA may request any intermediary registered with NDML KRA to modify the KYC details in case of any change in the KYC details. The request for modification shall be submitted to the Intermediary through which client's KYC details were initially registered with KRA or to any other Intermediary with which client chooses to trade / invest / deal. In the later case, the Intermediary shall be allowed to modify the KYC data provided the KYC details of that client have been verified / downloaded by the Intermediary from the NDML KRA system.
2. NDML KRA has designed a common KYC Application Form for registering the new KYC as well as for request for modification in client details. In case of modification in client details, the client shall provide following information in the KYC Application Form irrespective of the nature of modification desired:
 - a. PAN,
 - b. Name of the Applicant,
 - c. Section D: Declaration with date & Signature.

The client shall tick the checkbox(es) provided in the form indicating that the corresponding KYC information is required to be modified.

The client shall fill the relevant KYC information to be modified and the remaining fields may be left blank.

3. ***Modification of PAN is not allowed. In case of change in PAN, client shall submit a new KYC form.***

4. Intermediaries are advised to obtain documents supporting the modification and follow the KYC guidelines issued by SEBI vide Circular No. MIRSD/SE/Cir-21/2011 dated October 05, 2011 and any additional guidelines issued by the Stock Exchanges and Depositories, as applicable for their clients while processing the request for modification in NDML KRA system.

B. Capturing of KYC details in the NDML KRA system

1. Before carrying out modification in the client details, Intermediary shall verify the signature of the client and compare the details provided by the client in the KYC application form with the data registered with the KRA. If any discrepancy is observed, Intermediary shall inform the discrepancy to the client and obtain necessary clarification from the client.
2. NDML KRA has provided a screen based facility for the purpose of capturing the request for modification. Intermediary users can access the link at **Market Intermediary > Modify Detail** after logging into the KRA system. Intermediary can query on the PAN to fetch the existing KYC details of the client.
3. Intermediary user can modify details of only those clients which are mapped to it. Client is mapped to the Intermediary which has either uploaded the initial KYC details of the client or has verified/downloaded the KYC details of the client.
4. The KYC details will be in non-editable mode. User shall click on Modify button of the section where details are to be modified. The respective section shall become editable and the intermediary user shall make the necessary changes and save the details.
5. Modification will follow a maker and checker concept wherein the maker shall capture the modification request and verifier shall verify & release the modification in the system.

6. On verify & release, an acknowledgement number shall be generated. Intermediary shall capture the acknowledgment number on the KYC application form.

C. Dispatch of Change KYC application forms to KRA

1. After the modification request is verified & released by the verifier user, Intermediary shall consolidate the change KYC application forms along with supporting documents, attach a control sheet and forward the forms to the designated NDML KRA processing centre.
2. Intermediaries shall attach a separate control sheet along with the modification request application forms. Facility to generate separate control sheet for modification requests is available in the NDML KRA system.
3. The modification requests should be segregated and should not be bunched with the new KYC forms.

D. Confirmation of Change request by KRA

1. On receipt of the documents, KRA shall verify the change request. If documents are found to be in order, KRA shall confirm the change request. In case of any discrepancy, KRA shall mark the status of change request as 'On Hold'. Intermediary shall resolve the discrepancy and forward the required documents to KRA.
2. Once modification request is confirmed by KRA, the KYC details of the client will be updated in the NDML KRA System.
3. NDML KRA has provided an auto download facility through which modified details will be available for download to all intermediaries mapped with the Client.