



KRA Operations Manual for Intermediaries

Version 1.2

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1) Introduction

NSDL Database Management Limited (NDML) has been granted certificate of registration as a KYC Registration Agency (KRA) by SEBI pursuant to SEBI {KYC (Know Your Client) Registration Agency (KRA)}, Regulations, 2011.

This operations manual underlines the operating guidelines to be followed by the SEBI registered intermediaries that are registered with NDML KRA.

2) Registration of SEBI registered intermediaries with NDML KRA

SEBI Registered Intermediaries are required to be registered with NDML to access NDML KRA system for the purpose of uploading and verifying KYC details of the client. The procedure to be followed for the purpose of registration is given as below:

- a) Submit duly filled 'Intermediary Registration Form' (Annexure 1) along with the necessary supporting documents. The 'Intermediary Registration Form' should be signed by the authorized signatory(ies) of the Intermediary.
- b) Sign 'Terms and Conditions' (Annexure II).
- c) Provide details of operational users (such as Maker, Checker) in the User Creation Form (Annexure III). The details of Systems Administrator user is to be provided in the Intermediary Registration form itself. All users of Intermediaries will be able to access NDML KRA System either through Digital Signature Certificates (DSC) or password. DSC will ensure strong authentication and non-repudiation of transactions done on NDML KRA System. In case of DSC based login required, the Intermediary will be required to provide the details of DSC such as the DSC certifying authority, DSC Serial number and whether the DSC is token based or browser based etc. in the DSC details of the 'User Creation Form' enclosed at Annexure III. The guidelines for issuance of DSC are enclosed at Annexure IV & IVB.
- d) Submit duly filled & signed 'Intermediary Registration Form', 'Terms & Conditions' and 'User Creation Form' at the following address:

NDML KYC Registration Agency
NSDL Database Management Ltd.
Times Tower, 1st Floor
Kamala Mills Compound,
Senapati Bapat Marg, Lower Parel
Mumbai – 400 013.



The envelope containing the documents should be clearly superscribed as **'KRA Intermediary Registration'**.

- e) NDML KRA will verify the aforesaid documents. If these documents are found to be complete and correct, NDML KRA will register the Intermediary and map the User IDs on NDML KRA System. The confirmation of registration along with the Intermediary ID and login credentials will be communicated to the Intermediary at the email IDs mentioned in the application form.
- f) For any queries / clarifications regarding registrations, intermediaries can call the helpline number – **022-24994945**

Once the Intermediary is registered and the operational users are created, the Intermediary users can access the NDML KRA system.



3) Login and Access to KRA

Registered Intermediaries can access NDML KRA using Internet at <https://kra.ndml.in>.

Minimum Requirements to access NDML KRA site are follows:

- Internet Explorer 6 or 7.
- Java (JRE) setup.
- e-token driver (If user trying to login with e-token).
- Settingmanager.exe – It can be downloaded from I-assist (Depository Local site).
- Browser DSC / e-token.

Depository Participants of NSDL can access NDML KRA from Business Partner Network (WAN) at <https://130.1.1.141/kra-web>. User can login to NDML KRA with the Intermediary Id, User id, Password and the Digital Signature Certificate mapped to the user during user creation. User will be prompted to change the password during first log in.



4) Verification of Availability of KYC Record in NDML KRA

- a) Whenever a client approaches an Intermediary to invest or deal with it, the Intermediary is required to carry out the KYC in accordance with KYC (Know Your Client) Registration Agency (KRA)}, Regulations, 2011 and the guidelines and procedures issued by SEBI in this regard.
- b) Intermediary shall first verify whether the Client's KYC record already exists in the KRA system. For this purpose, intermediary can enter PAN and Date of Birth or Date of Incorporation as the case may be of the Client and ascertain whether KYC details exist in KRA system.
- c) In case of multiple records to be verified, Intermediary can also upload a .txt file containing PAN and Date of Birth details of the Clients. In case of a file upload, the upload file should be a .txt file containing the PAN and the Date of Birth / Date of Incorporation (YYYYMMDD) which should be carat separated (^). Sample upload and response file is enclosed (Annexure V).
- d) In case of Clients falling under 'PAN Exempt Category', Intermediary is required to enter the 'PAN Equivalent Number' and Date of Birth / Date of Incorporation to verify the availability of KYC record in NDML KRA ('PAN Equivalent Number' is allotted by NDML KRA when KYC of person falling under PAN Exempt Category is registered). This number is communicated to the client by NDML KRA through letter confirming KYC details of the client. Client is required to provide this 'PAN Equivalent Number' to intermediary to enable it to access KYC information.).
- e) If Client details already exist in NDML KRA, intermediary shall download the KYC information as mentioned in section 8.



5) Processing of KYC documents where KYC details are not available in NDML KRA

After the KYC Application Form and the stipulated documents as per SEBI prescribed guidelines are received from the Clients including recording of in-person verification details on the KYC Application Form and are properly verified and complete in all respects, the details mentioned on KYC Application Form must be entered/uploaded on the KRA System. Intermediaries are required to refer KYC application form (as prescribed by SEBI) in Annexure VI, Part I of Annexure J and K (as prescribed by NSDL for Participants of NSDL), List of Documents and Important Guidelines as per Annexure VII, in this regard.

6) Upload KYC details to NDML KRA

NDML KRA provides option to the Intermediaries to either capture the KYC details directly in NDML KRA system using web based front end screen or upload the data through back office generated file as per NDML KRA specified file format.

6.1. Capture KYC details directly in NDML KRA using web based screen

- a) The details will be captured using a maker and checker concept.
- b) Maker User will digitize the KYC information in the NDML KRA System. An Application Request Id will be generated for reference when maker captures the KYC Application form.
- c) Checker user will verify the data captured by the maker and upon his/her satisfaction will approve the request. In case any discrepancy is found in data captured by Maker, Checker shall have the ability to rectify the data and approve the same.
- d) On Verify/Release of request by Checker, 'Acknowledgement Number' will be generated.
- e) **The 'Acknowledgement Number' should be mentioned by the Intermediary on the KYC application form.**

6.2. Back office batch interface with NDML KRA System

Intermediary may capture the KYC related details of Clients in the back office system and generate an upload file as per the file formats specified by NDML KRA. The file formats for back office batch interface with the NDML KRA system i.e., upload; response, download and static data code are enclosed. (Annexure VIII)



For Depository Participants of NSDL, in case their back office is not ready to interface with the NDML KRA System, ability to use the existing DPM file formats is made available. For this purpose, an utility is provided, which will convert the Client Master Export files (*that are exported/downloaded from Local DPM System*) to make it compatible for upload into NDML KRA System. After the file is uploaded into NDML KRA system, additional details/information of Clients (*such as country, financial details etc.*) will be required to be captured manually in the NDML KRA System.

6.3. Client belonging to PAN Exempt Category

- a) Intermediary is required to obtain sufficient documents as prescribed by SEBI for Clients belonging to PAN exempt category.
- b) Intermediary shall indicate the PAN exempt flag as Yes and the proof submitted in support of the same.
- c) NDML KRA shall generate a PAN Equivalent Number as an identification number for such Clients.

6.4. Response file from NDML KRA System

Upon upload of KYC details, response file will be generated and made available for download. Response file will be provided from NDML KRA system for updation of back office system. **(Annexure IX).**



7) Dispatch of KYC documents to NDML KRA

- a) After the KYC Application Form and the stipulated documents as per SEBI prescribed guidelines are received from the Clients including recording of in-person verification details on the KYC Application Form and are properly verified and complete in all respects, the details mentioned on KYC Application Form must be entered/uploaded on the KRA System.
- b) The Acknowledgement number generated on entering/uploading of KYC data must be mentioned on the respective KYC application form.
- c) The documents to be sent to KRA (i.e. KYC Application Form, supporting KYC documents, etc) and the documents to be retained with the Intermediary (i.e. Account Opening Form, agreement, etc.) must be segregated.
- d) The documents to be sent to KRA must be bunched together Applicant wise.
- e) For each Applicant, the documents must be kept in the following order:
 - i. KYC Application Form
 - ii. Proof of Identity (*one or multiple*)
 - iii. Proof of Address (*one or multiple*)
 - iv. Any other documents
- f) The KYC Application Forms alongwith the supporting documents must be bundled in lots. Each lot must contain maximum 50 forms. E.g. if the number of forms to be sent to KRA are 145, prepare three lots of 50, 50 and 45 forms each. If the number of forms to be sent to KRA is 30, prepare one lot of 30 forms.
- g) Each lot of the application forms being forwarded is supported by a 'Control Sheet'. Format of Control Sheet is enclosed as Annexure X.
- h) The Control Sheet must be placed on top of each lot.
- i) The KYC documents should be properly secured to avoid any damage to the documents during transit.



- j) The documents are to be dispatched to NDML KRA within 10 days from the date of execution of the document, at the below mentioned address.

**NDML KYC Registration Agency
Central Processing Centre
C/O Writer Information Management Services
Gen 72/1, TTC IND AREA
Near Nelco Bus Stop, Opposite DNA Printing press
Mahape, Navi Mumbai- 400710**

- k) Email the soft copy of details of application forms being dispatched (Control Sheet) to dispatch.kra@nsdl.co.in.
- l) Maintain proof of dispatch of the KYC documents.

8) Download KYC Information from KRA

In case of Clients who already have KYC information in NDML KRA system, the Intermediary shall follow the process as mentioned below:

- a) Intermediary shall verify whether the Client's KYC exists in the KRA system (Refer section 4).
- b) If Client details already exist in NDML KRA system, the Intermediary shall download the KYC details from the KRA system. Facility is provided to the Intermediary to download the entire KYC details along with Photograph, Signature and Scanned images of KYC documents.
- c) Intermediary shall verify the KYC details in NDML KRA with the information provided by the Client.
- d) In case of mismatch of information between the KYC details available in the NDML KRA system with the information provided by the client, Intermediary shall collect fresh KYC documents as per the procedure prescribed by SEBI.
- e) Intermediary shall update the details of the Client on the NDML KRA system based on the documents submitted by the Client.
- (i) Dispatch the requisite KYC documents to NDML KRA within 10 days of execution of documents by the Client and maintain proof of dispatch for the same. Follow the process for dispatch as indicated in section 7.



9) Modification of Clients details

- a) In case of request received from the client for modifications in details registered with the KRA, the Intermediary shall collect the request letter along with the supporting documents as may be applicable.
- b) Intermediary shall update the KYC data in the KRA system.
- c) Intermediary shall forward the request letter along with the supporting documents to NDML KRA.

**10) Confirmation of electronic request by NDML KRA**

- a) On receipt of documents from the Intermediary, NDML KRA will scan the KYC Application form & KYC documents.
- b) In case clients KYC documents sent by the Intermediary are not complete, KRA will keep the application on hold and inform the same to the Intermediary who shall forward the required documents promptly to NDML KRA and maintain proof of dispatch of the same. If the documents are not received within a reasonable time, KRA shall reject the application.
- c) Once the electronic request is confirmed by NDML KRA, the status would be displayed as 'KYC Registered'.
- d) NDML KRA will send a letter to the Client confirming the details updated in the KRA System within 10 working days of the receipt of the initial/updated KYC documents from the Intermediary.



11) Status transition in NDML KRA System

Sr. No	Particulars	Status displayed on NDML KRA System
1	Upon partial capture of KYC details of client on NDML KRA System by Intermediary Maker user	"Partially Captured"
2	Upon final capture of KYC details of client on NDML KRA System by Intermediary Maker user	"Captured"
3	KYC Registration Request cancelled by Intermediary User	"Cancelled"
4	Upon Successful verify/release of KYC details of Clients and under verification to determine whether KYC details of Clients are in the custody of other KRA.	'Sent to other KRA'
5	Upon successful verify/release of KYC details of Clients on NDML KRA System by Checker User and KYC details are not available in other KRA	"Pending With KRA"
6	In case the KYC details of Clients are kept on hold for discrepancies observed	'On Hold'
7	Upon successful verify/release of KYC details of Clients on NDML KRA System by KRA User	'Accepted by KRA'
8	In case the KYC details of Clients are rejected on KRA System	'Rejected by KRA'

12) Enclosures

Sr. No	Particulars	Annexures
1	Intermediary Registration Form	I
2	Terms and Conditions	II
3	User Creation Form	III
4	DSC issuance guidelines	IV
5	User manual for DSC issuance	IV-B
6	PAN file Upload	V
7	SEBI Circulars	VI
8	For Participants of NSDL	J & K
9	Important guidelines and list documents	VII
10	File formats	VIII & IX
11	Control Sheet	X