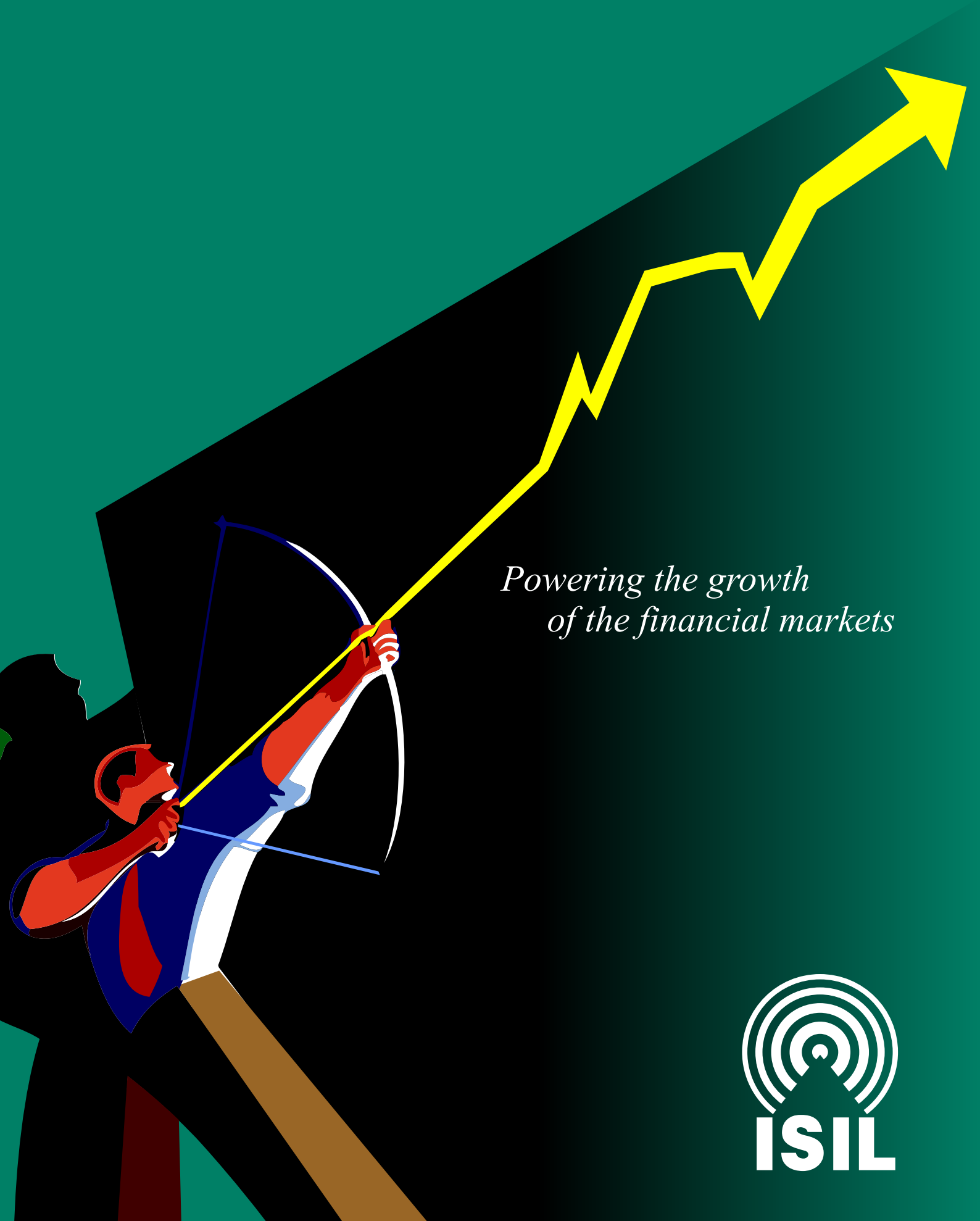




# INVESTOR SERVICES OF INDIA LTD.

(SEBI Registration No. : INR000001187 valid till 31-05-2010)



*Powering the growth  
of the financial markets*





## Powering the growth of India Inc.

While the index and the volumes of transactions are the front face of the Stock Exchanges and the various financial markets, it is Registrars and Transfer Agent Services in Issue, Post Issue, R & T Management and other related services that lubricate its smooth functioning. These services significantly contribute to transparency, generate investor confidence and improve the resilience of financial markets. In effect they are the administrative backbone that enables market volumes to rise.

## Multifaceted Service Capability

Investor Services of India Ltd. is a Category I Registrar and Transfer agent certified by SEBI. Our Company is founded by some of the most illustrious names from the Indian financial industry. It has multifaceted expertise and has proven capability in handling various types of securities both traditional and online. Our company is completely customer focused and has a strong work ethic.

## PROMOTERS



**IDBI Bank Limited**

**Ewart Investments Ltd.**  
(A subsidiary of Tata Sons Ltd.)



**LIFE INSURANCE CORPORATION OF INDIA**

**Administrator of the  
Specified Undertaking of the UTI**



**Stock Holding Corporation of India Ltd.**



**SBI  
Capital  
Markets  
Limited**



**Infrastructure Leasing and Financial Services Ltd**

## BOARD OF DIRECTORS

NAME	DESIGNATION / REPRESENTED BY	DESIGNATION AT ISIL
1. SHRI. C. P. PHILIP	Executive Director IDBI Bank Limited	CHAIRMAN
2. SHRI. JAGDISH BHANDARI	Vice President Tata Consultancy Services	DIRECTOR
3. SMT. SWARNA PRABHA SUKUMAR	Executive Director (IT) Life Insurance Corporation of India	DIRECTOR
4. SHRI. V. SRIRAM	Vice President Stock Holding Corporation of India Limited	DIRECTOR
5. SHRI. M. K. NAG	Executive Vice President SBI Capital Markets Limited	DIRECTOR
6. SHRI. S. RENGARAJAN	CEO IL&FS Securities Services Limited	DIRECTOR
7. SHRI. ASHUTOSH PEDNEKAR	Partner M. P. Chitale & Co.	DIRECTOR
8. SHRI. P. ABRAHAM	General Manager IDBI Bank Limited	MD & CEO

## ISIL- A snap shot view

- ▶ Investor Services of India Limited (ISIL) was established in the Year 1993 with the objective of providing its clients quality Registrar and Transfer Agent Services in Issue, Post Issue R & T Management and all other related Services.
- ▶ ISIL been promoted by leading Financial Institutions such as IDBI Bank Limited, Tata Sons Limited, Life Insurance Corporation of India, Administrator of the Specified Undertaking of Unit Trust of India, Stock Holding Corporation of India Limited, SBI Capital Markets Limited and Infrastructure Leasing & Financial Services Limited.
- ▶ ISIL has an Authorised Share Capital of Rs. 20 Crores and Paid-up Capital of Rs. 12 Crores.
- ▶ ISIL is a Category-I Registrar and Transfer Agent certified by the SEBI vide Registration No. INR000001187 valid up to 31-05-2010. It has also been accredited with ISO 9001-2000 certification.





## ISIL's expert edge

- ▶ ISIL has handled several issues including Public, Rights Issue, Mutual Fund, Equity on behalf of its clients viz. IDBI Bank Limited, Erstwhile Can Bank Mutual Fund, Small Industries Development Bank of India, LIC Mutual Fund, Erstwhile IDBI Mutual Fund and IL&FS.
- ▶ ISIL has a skilled and qualified team specialised in handling various instruments like IPO, Bonds, Equity, Commercial Paper, Fixed Deposits, SLR Bonds and On-line Trading account support services.
- ▶ ISIL has the expertise in handling Close ended / Open ended Mutual Funds.
- ▶ ISIL has been handling about 65 Lacs folios across its various schemes.
- ▶ ISIL has, at all times, been aware of rapid developments on the Information Technology front and has taken steps to ensure a set-up at the cutting edge of technology.
- ▶ A team of experienced and highly committed officers supported by another team of support staff sourced from outside.

## ISIL – From strength to capability

- ▶ ISIL has been promoted by leading Financial Institutions. It has a high-powered Board with Senior Officials from Promoter Institutions including Independent Professional Director.
  - ▶ ISIL has proved its capability to handle multiple assignments – Equity, Mutual Fund schemes, Publicly Issued bonds, Privately Placed bonds and other hybrid debt instruments. The special features of these instruments, unlike Equity handled by most R&T Agents in the country are, that these have very complex structures many options and several interest and maturity payment options.
- ▶ ISIL has set for itself very stringent ISO standards for client servicing.
  - ▶ In-house bulk mailing facility has been created with own franking machines capable of franking 4000 articles per hour.
  - ▶ Spacious office premises and good infrastructure including uninterrupted power supply in a very comfortable office environment and contact points through offices of its promoter Companies.

## ISIL – Technological edge

- ▶ We have well-furnished premises measuring 9480 sq.ft in the heart of the business district at CBD Belapur, Navi Mumbai.
- ▶ We have high-end Servers SUN, IBM and HP to meet the toughest challenges, especially for the WINDOWS, UNIX and LINUX based environments with the best availability, manageability and performance. Over 150 Intel based clients are connected through a Local Area Network (LAN) system enabling users to access the database.
- ▶ We can execute large print jobs (over 3000 lines per minute) through its large scale, high speed Lipi Printers.
- ▶ The connectivity to National Securities Depository Ltd. (NSDL) as well Central Securities Depository Ltd. (CDSL) through Wide Area Network (WAN) enables ISIL to accept assignments in the dematerialised as well as the physical segment.

- ▶ Technologically, ISIL has the most secure and latest software system for handling R&T work. It has built up capacity to print 80,000 warrants per day. ISIL is one of the few RTAs using the robust scalable Oracle 9i, with various front ends.
- ▶ We have scanned and stored 60 Lakh signatures / images of applications which are accessible online.
- ▶ Through our web site our clients are given option to access their investors folio details which are password enabled. ISIL has its own email services and scheme-wise access through e-mail is greatly made use of.

## Excellence not as policy, but as Way of Life in Work

- ▶ ISIL has been constantly developing its human resources thereby creating a high performance environment, beneficial to innovation, teamwork and high quality service.
- ▶ ISIL is a professionally managed organization supported by qualified and experienced personnel. They relate to customers/clients by understanding their needs and utilizing technology, to provide value through information and complete customer satisfaction.



## From Knowledge to Service capability

- ▶ A brief summary of the services that ISIL offers its investors are as follows:

### **Registrar & Transfer activities : (Equity/Debt/Mutual Funds)**

1. Registrar to IPO including Public/Debt/Mutual Funds.
2. Transfer/Transmission/Transposition of Securities in physical form.
3. Processing/Distribution of Corporate benefits including Dividend/Interest/Bonus Shares etc. through warrants.
4. Capturing and maintenance of investor holding and details including scanned signatures.
5. Issuance of Split /Consolidated/ Duplicate certificates.
6. Redemption of Debt instruments.

### **Related Services :**

1. Issue Management for Private Placement Issues.
2. Processing of Statutory Liquid Ratio (SLR) Bonds.
3. Issue and Redemption of Commercial paper.
4. Processing of Mumbai Interbank Offer Rate (MIBOR) linked Bonds.
5. Generation of MIS Reports.
6. Bulk processing, Printing, In-house Mailing, Despatch of Instruments viz. Warrants, Certificates, Notices, etc.
7. Assisting client companies in conducting AGM/EGM etc.
8. Reconciliation of paid instruments viz. Interest / Dividend / Redemption warrants.





### **Depository Related Services :**

1. Dematerialisation /Rematerialisation of Securities.
2. Execution of Corporate Action.
3. Inter-Depository Transfers.

### **Registrar to Fixed Deposits :**

1. Acceptance and processing of applications received.
2. Switch-over to Fixed Deposits from various schemes (as permitted).
3. Renewal of FDRs.
4. Repayment of FDR at maturity/prematurely through warrants/ECS.

### **Customer Relationship Management:**

More personal service, more customisation, more value added services is order of the day. At ISIL we provide multiple channels to investors to voice their feedback, grievances, etc.

- ✓ Telephone
- ✓ Fax
- ✓ E-mail
- ✓ Mail

### **Record Management Information Services:**

1. Storage of records including Documents, Certificates, Warrants etc.
2. Retention of records in an orderly and clean environment.
3. Retrieval of records on request.
4. Storage of back up data of Daily/Weekly/Monthly separately maintained in the different premises.

## **Some Major Clients List: Issues handled by ISIL**

### **A. EQUITY :**

- |   |                               |
|---|-------------------------------|
| 1. Industrial Development Bank of India   | Public Issue (Support system) |
| 2. Reliance Chemotex Ltd.                 | Public Issue                  |
| 3. Link Pharma Chem Ltd.                  | Public Issue                  |
| 4. Shri Adhikari Brothers TV Network Ltd. | Public Issue                  |
| 5. Krishna Finstock Ltd.                  | Public Issue                  |
| 6. Monarch Dyestuff Ltd.                  | Public Issue                  |
| 7. Rose Zinc Ltd.                         | Public Issue                  |
| 8. Transagrotech Ltd.                     | Public Issue                  |
| 9. Toshika Chemicals Ltd.                 | Public Issue                  |
| 10. Good Earth Financial Services Ltd.    | Public Issue                  |
| 11. Metro Garments Ltd.                   | Public Issue                  |
| 12. Gemini Agritech Ltd.                  | Public Issue                  |
| 13. Essa Aircons Ltd.                     | Public Issue                  |
| 14. Ruia Hospitality Ltd.                 | Offer for Sale                |
| 15. Srushti Shoes Ltd.                    | Offer for Purchase            |
| 16. Hindustan Domestic Oil And Gas Ltd.   | Public Issue                  |
| 17. Fancy Fittings Ltd.                   | Public Issue                  |
| 18. Gujarat Park Hotels Ltd.              | Public Issue                  |
| 19. Indian Seamless Metal Tubes Ltd.      | Right Issue                   |
| 20. John Fowler Ltd.                      | Right Issue                   |
| 21. Rajinder Pipes Ltd.                   | Public/Right Issue            |

**B. BONDS / MUTUAL FUNDS :**

1. ECGC Ltd.	Bond Issue
2. IDBI Flexi Bonds 1	Bond Issue
3. IDBI Flexi Bonds 2, 3 & 4	Bond Issue
4. Ceat Financial Services Ltd.	Private Placement NCD
5. IDBI Mutual Fund - Init'96 Tax	Mutual Fund
6. Can Bank Mutual Fund - Canpep'95	Mutual Fund
7. LIC Mutual Fund - Dhan80CCB(1), Dhan88-1, Dhanasahayog, Dhanavarsha 3 & 5 and Dhanataxsaver'95	Mutual Fund

**C. R&T ASSIGNMENTS HANDLED BY ISIL:**

1. Can Bank Mutual Fund - Canpep'95	2. Link Pharma Chem Ltd.
3. Maharashtra Polybutanes Ltd.	4. Libord Finance Ltd.
5. Transagrotech Ltd.	6. Fancy Fittings Ltd.
7. Petron Engineering Construction Ltd.	

**Assignments being handled by ISIL**

**D. REGISTRAR AND TRANSFER ASSIGNMENTS - BOND ISSUE :**

<b>SCHEMES:</b>	<b>AGGREGATING AMT (Cr.)</b>
<b>I IDBI OMNI PRIVATE PLACEMENT BONDS :</b>	
IDBI FOCUS-95	182
IDBI FI-A/B/C	625
IDBI OMNI 1998 SCHEME	1,080
IDBI OMNI TIER II BONDS	1,500
IDBI OMNI BOND SERIES-INFRA 2000	231
IDBI OMNI BOND SERIES II TO IX	4,223
IDBI OMNI SERIES-98 A TO 98 F	4,116
IDBI OMNI BONDS 2000 A	840
IDBI OMNI BONDS SERIES 2001 A TO 2001 B	769
IDBI OMNI BONDS SERIES 2002 A TO 2002 B	283
IDBI OMNI BONDS SERIES 2003 A TO 2003 E	332
<b>TOTAL</b>	<b>14,181</b>



<b>SCHEMES:</b>	<b>AGGREGATING AMT (Cr.)</b>
<b>II IDBI FLEXI BONDS :</b>	
IDBI FLEXI BONDS SERIES 15 TO 23	7,495
IDBI FLEXI BONDS-96	1,353
IDBI BONDS SERIES-1 TO II	859
<b>TOTAL</b>	<b>9,707</b>
<b>III SIDBI BONDS :</b>	
	<b>177</b>
<b>IV IDBI'S OTHER BONDS :</b>	
IDBI MIBOR BONDS	475
IDBI G BONDS	5,945
IDBI TIER-II NEW SERIES	3,815
IDBI PRIVATE PLACEMENT BONDS	14,545
IDBI SLR BONDS	5,629
IDBI SUVIDHA BONDS	120
<b>TOTAL</b>	<b>30,529</b>

**E. SERVICING OF PRIVATE PLACEMENTS BONDS :**

- |  |   |
|--|---|
| 1. Bank of India                       | 2. Birla Home Finance                   |
| 3. Central Bank of India               | 4. Cessna Garden Developers Pvt. Ltd.   |
| 5. Food Corporation of India           | 6. RANK Investments & Credit India Ltd. |
| 7. State Bank of Patiala-Tier II Bond  | 8. Union Bank of India Tier II          |
| 9. Vishakapatnam Municipal Corporation |   |

**F. DEMATERIALISATION OF SHARES :**

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| 1. Asrec (India) Ltd.                 | 2. CARE                             |
| 3. Clear Media India Private Ltd.     | 4. Gas and Power Investment Co Ltd. |
| 5. Multi Flex Lamination & Print Ltd. | 6. Rolex Process (P) Ltd.           |
| 7. UTI Infrastructure & Services Ltd. |                                     |

**G. OTHER ASSIGNMENTS :**

1. Asrec (India) Ltd. - Security Receipts
2. IDBI Bank Limited - Certificate of Deposits / Commercial Paper
3. SIDBI - Commercial Paper
4. State Bank of Patiala - Certificate of Deposits

**H. IPO ISSUE HANDLED BY ISIL :**

- 1 Usher Agro Ltd.

**I. EQUITY SHARES - R & T :**

1. IDBI Bank Limited
2. Usher Agro Ltd.

**J. BACK OFFICE-ACTIVITIES :**

1. ICMS - Centralised Client Repository Activity



**INVESTOR SERVICES OF INDIA LTD.**

(Promoted by IDBI Bank Limited, ASU of UTI, LIC, SBI CAPS, SHICIL, IL&FS and Tata Sons Ltd. Through Ewart Investments Ltd.)

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