User Manual (Version 1.0)

The portal can be accessed through Internet. Web link will be available in the website. The web page will have two options: Query/Feedback

1. The Query menu should capture the following information about the investors
   - Name
   - Email Id
   - Mobile No
   - DP ID/Client ID/Client
   - Nature of query (Share Transfer/Dividend/Investor/Education Fund/Others)
   - Provision for uploading file in pdf/jpg/doc form

On submission of query, a reference number has to be generated.

2. The feedback option should have the following information:
   - Query Reference Number
   - Query Date
   - Investors feedback
   - Whether the response was satisfactory or not.

When the investors click on Query option, feedback option should be disabled and vice versa.