Standard Operating Procedure (SOP)

For

KRA (KYC Registration Agency)

System Users

December 2011

This manual is designed to assist users in understanding and navigating the KRA application effectively. Reproduction or distribution of this document, in whole or in part, is prohibited without the prior written consent of KARVYKRA and its authorized representatives.

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1. About KYC Registration Agency (KRA)

The Securities and Exchange Board of India (SEBI) has established the regulatory framework for KYC Registration Agencies (KRAs) through the **SEBI KRA Regulations**, notified via **Notification No. LAD-NRO/GN/2011-12/29/36772** dated **December 2, 2011**. These regulations provide a standardized and centralized approach to the Know Your Client (KYC) process across the securities market.

2. Objective of KRA KYC:

Currently, investors or clients who wish to open accounts with multiple SEBI-registered intermediaries must undergo the KYC process separately with each entity. This often results in duplication and inefficiencies. To address this issue, a centralized KYC mechanism has been introduced to streamline the process and maintain a unified KYC record across the securities market, thereby enhancing operational efficiency and reducing redundancy.

3. Scope of KARVY KRA Services:

KARVY KRA offers a comprehensive suite of services aimed at simplifying and standardizing KYC compliance for market participants. The key services include:

1. **Access to KARVY KRA Registered Intermediary Portal**:
   Available at (https://www.karvykra.com/), this portal facilitates intermediary operations and customer KYC management.
2. **New Customer KYC Processing**:
   Execution of KYC procedures for customers whose PAN is not available in any existing KRA database.
3. **Interoperability and PAN/KYC Status Verification**:
   Enables PAN availability and KYC status verification across all KRAs through the Interoperability Platform (IOP).
4. **PAN Verification with Income Tax Database**:
   Real-time verification of PAN through NSDL, an authorized entity by the Income Tax Department.
5. **SEBI-Mandated Validations**:
   Includes independent verification of PAN (including PAN Aadhaar Linkage,as reffered to in rule 114 AAA of the Income-tax Rules,1962) Aadhaar, email, and mobile number, POI & POA as per SEBI guidelines.

## 4. Pre-Requisites for Intermediary Registration:

Only Asset Management Companies (AMCs) and SEBI-registered intermediaries are authorized to transact via the KARVY KRA intermediary login. To register as an intermediary, the following are required:

- Duly completed application form
- Supporting KYC documentation
- Signed Terms & Conditions agreement

These documents must be submitted to the KARVY KRA back office for registration and activation of services.
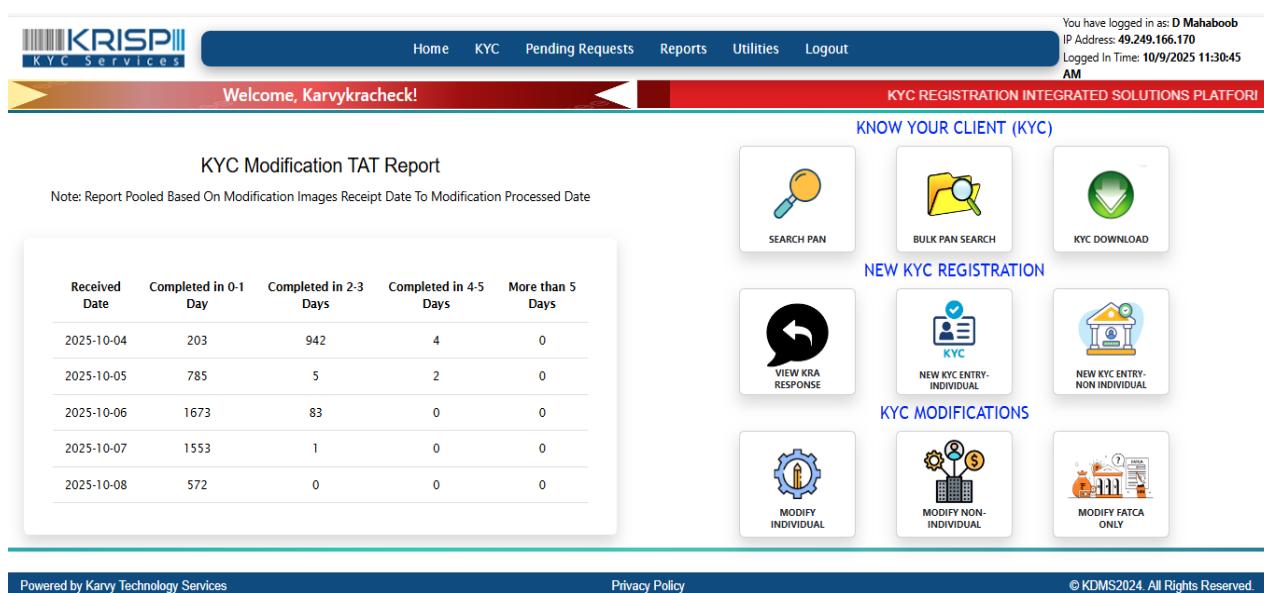
5. Intermediary Login Page:

The intermediary is required to enter their **User ID** and **Password** to initiate the subsequent **OTP authentication** process.

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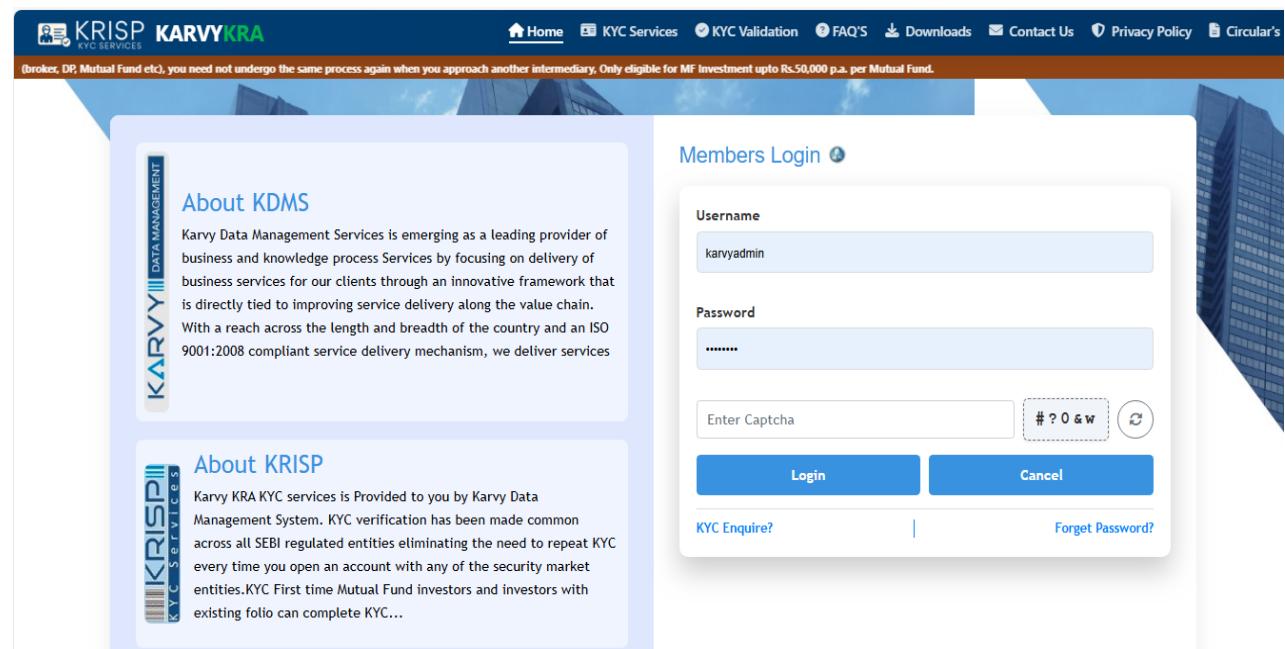
6. OTP authentication for Login: After entering the required details, two authentication options are provided — **Mobile** and **Email**. You may select either option to proceed with the authentication process.
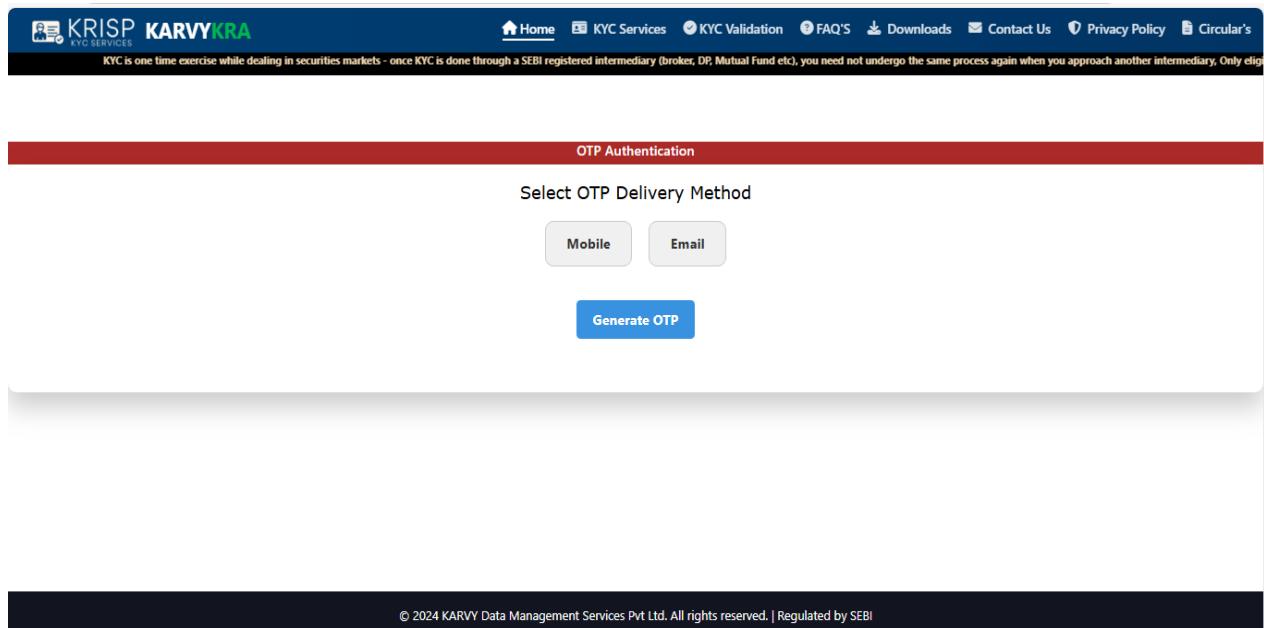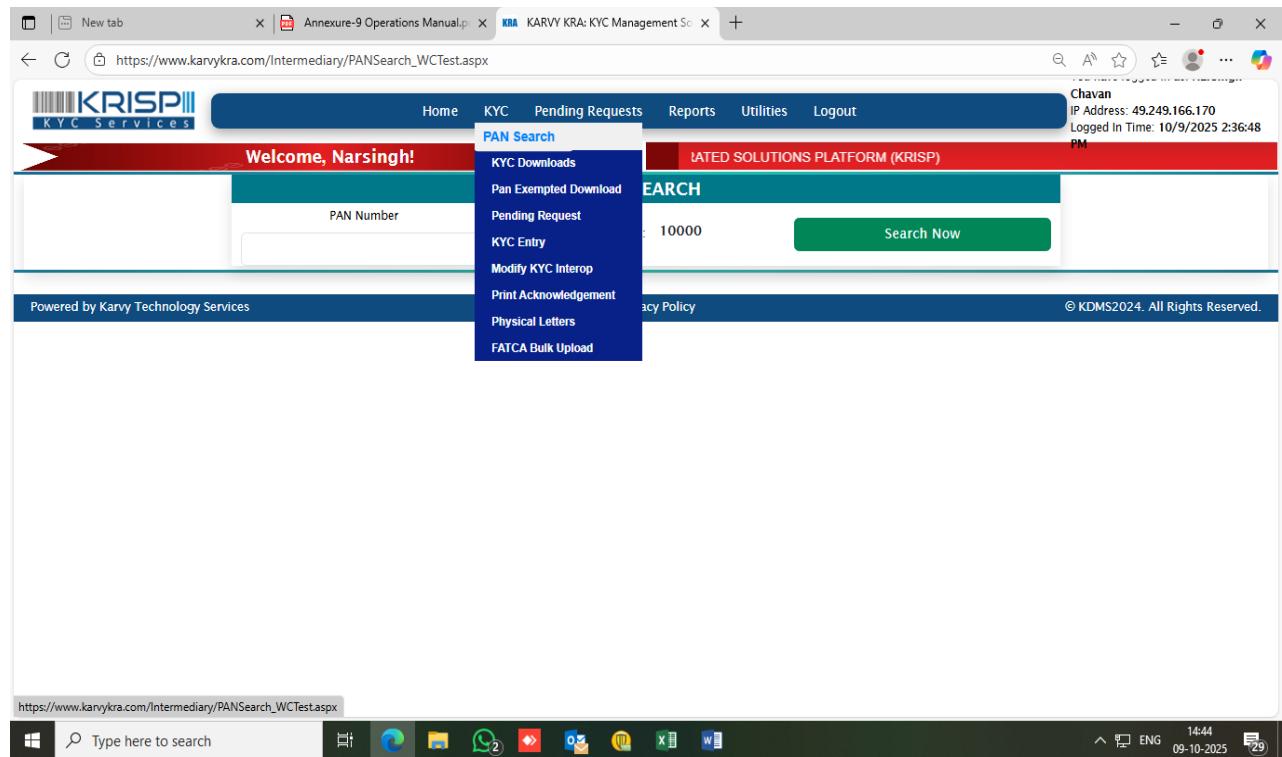

After the login through either mobile or email authentication, we get the below mentioned home page.

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7. Home Page after Login: Upon selecting the KYC option, a dropdown menu appears displaying the available sub menus in KYC.


8. KYC: (Know Your Customer) is a regulatory process through which financial institutions and intermediaries verify the identity, address, and financial details of their customers. The objective of KYC is to prevent identity theft, fraud, money laundering, and terrorist financing, and to ensure compliance with applicable laws and regulatory requirements.

The KYC process typically includes customer identification, verification of documents, risk assessment, and periodic updating of customer information.

On selecting the KYC option, we get multiple options for the Intermediary users.

1. Pan Search
2. KYC Downloads
3. Pan exempted Downloads
4. Pending Requests
5. KYC Entry
6. Modify KYC interop
7. Print Acknowledgement
8. Physical Letters
9. FATCA Bulk Uploads

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8.1 PAN Search: Once the 'PAN Search' option is selected and the PAN number is entered, the system displays the corresponding KYC status.
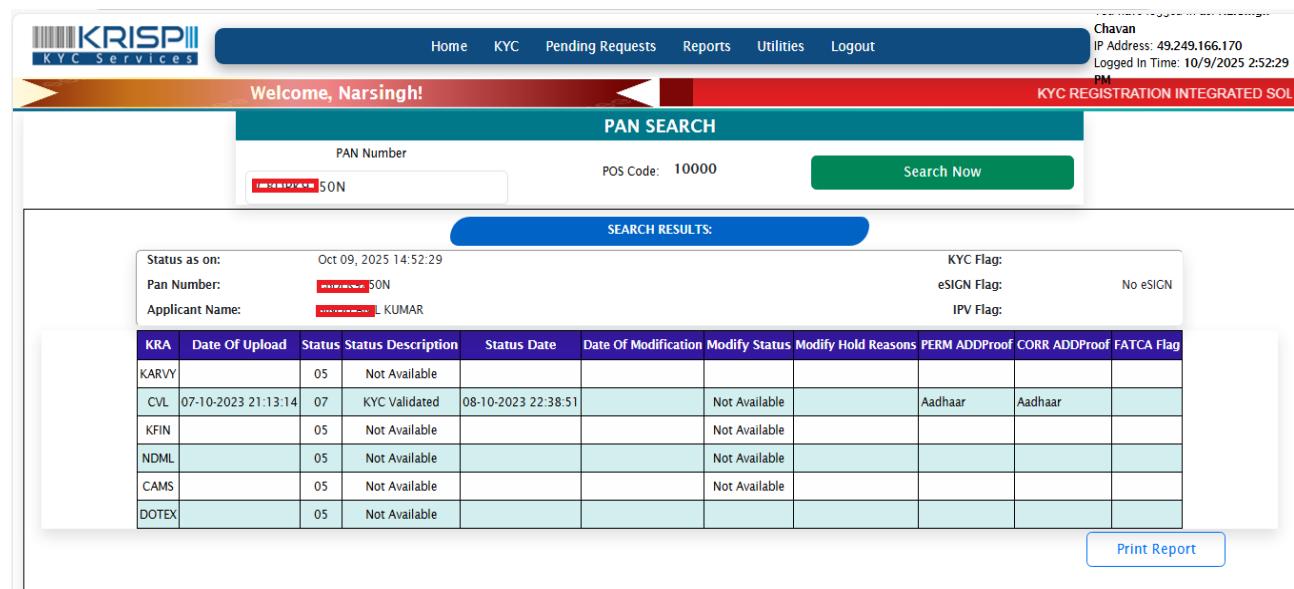
KRA	Date Of Upload	Status	Status Description	Status Date	Date Of Modification	Modify Status	Modify Hold Reasons	PERM ADDProof	CORR ADDProof	FATCA Flag
KARVY		05	Not Available							
CVL	07-10-2023 21:13:14	07	KYC Validated	08-10-2023 22:38:51		Not Available		Aadhaar	Aadhaar	
KFIN		05	Not Available			Not Available				
NDML		05	Not Available			Not Available				
CAMS		05	Not Available			Not Available				
DOTEX		05	Not Available							

8.2 KYC Downloads: Once the 'KYC Download' option is selected and once the relevant details are entered, click on "Search & Download" option. For download, click the "Click Here" option.
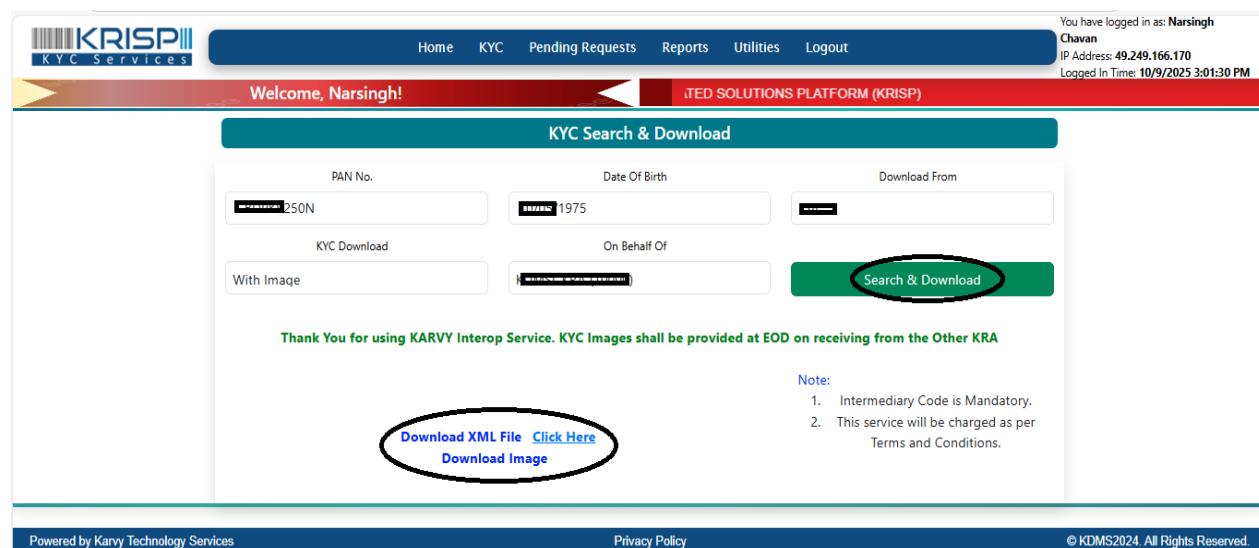
8.3 PAN Exempted Download: The same process is repeated as mentioned above (as per 8.2)

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8.4 KYC Entry:

8.4.1 Online Individual Entry: After entering the relevant details by the Intermediary POS, click on the "Submit" button.
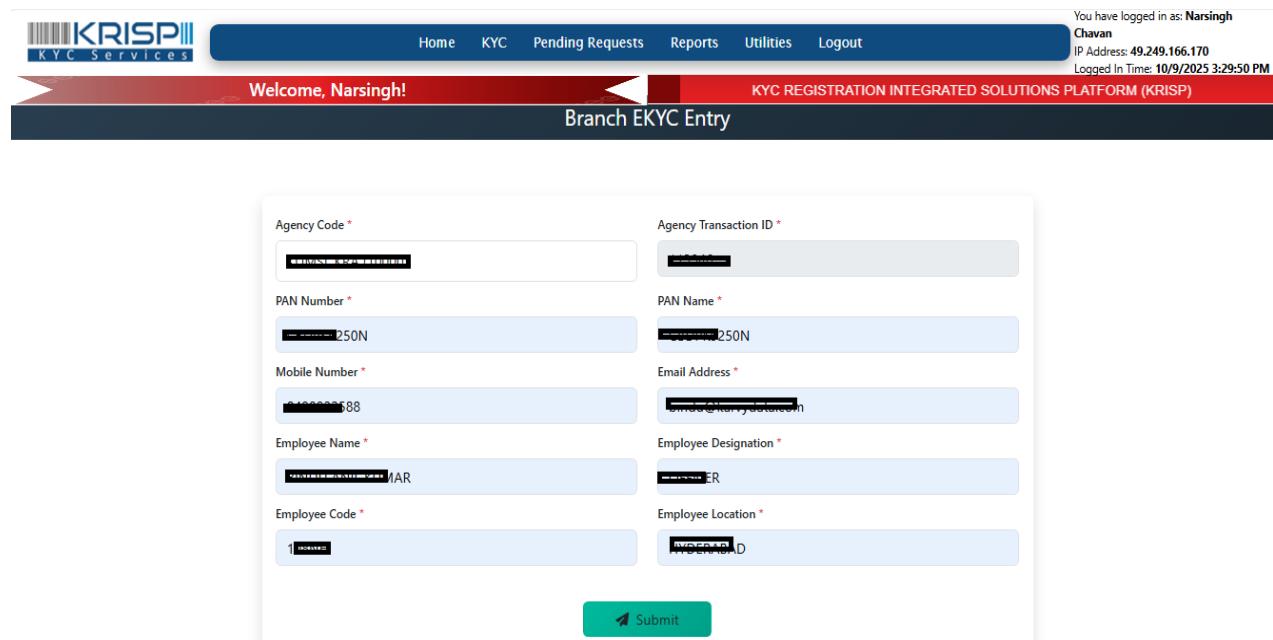
Once we submit, the below mentioned "Branch EKYC Entry" page is displayed. Here the Intermediary will verify the details and process accordingly.
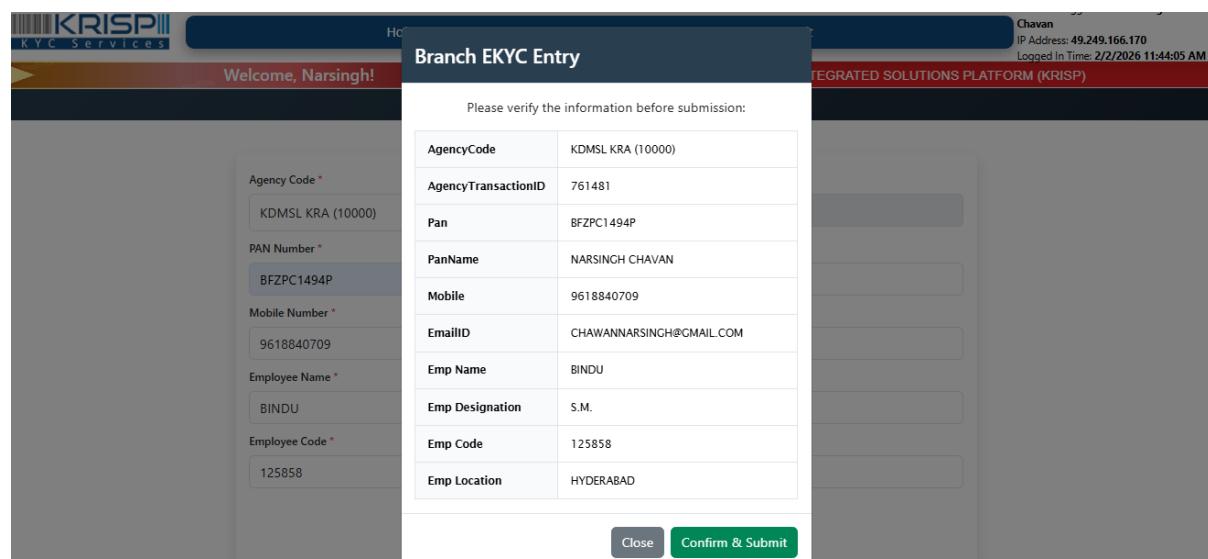
Here, the Customer will receive an "On boarding" link to his/her registered mail ID as given below. Here the On boarding procedure is directly done by the Customer and not by the Intermediary.

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Welcome, ██████N!

We're excited to onboard you through our trusted partner, ██████Chavan.

At KARVY KRA, we believe in making every step simple, secure, and seamless for you. You've been referred by one of our esteemed partners, and we can't wait to begin this journey together.

To get started, please click the button below and complete your onboarding details. It'll only take a few minutes.

Start Onboarding

If you have any questions, feel free to contact us at kra@karvy.com or call us at 8121096850 / 8019355102.

After clicking on Start Onboarding, the client will be redirected to the next page, where they can read the requirements, instructions, and terms & conditions. Once reviewed, the client must click 'OK' to accept and proceed to the next step. Refer to the image below.

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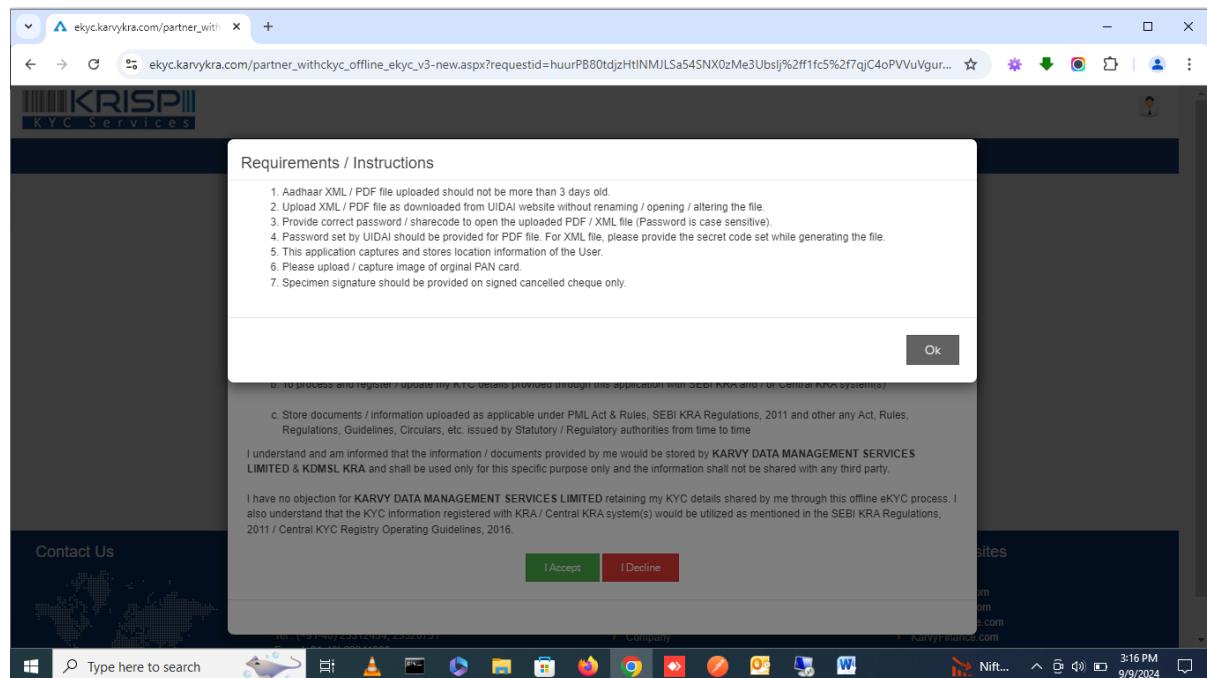
After accepting the terms and conditions, the client will be redirected to the next page, where the following options will be displayed:

1. DigiLocker
2. E-Aadhaar PDF
3. Aadhaar XML

If the client selects DigiLocker, they will be redirected to the DigiLocker website.
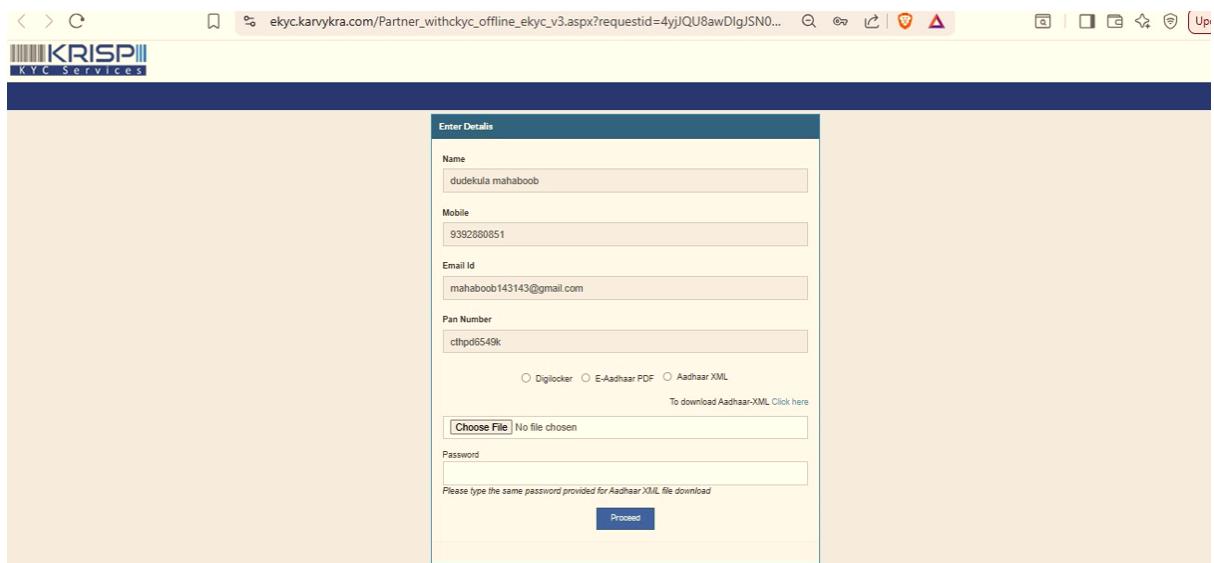
1. **Digilocker:** The client must log in using a username or mobile number, or Aadhaar number. Upon successful login, the client will be redirected to the next step for further processing.
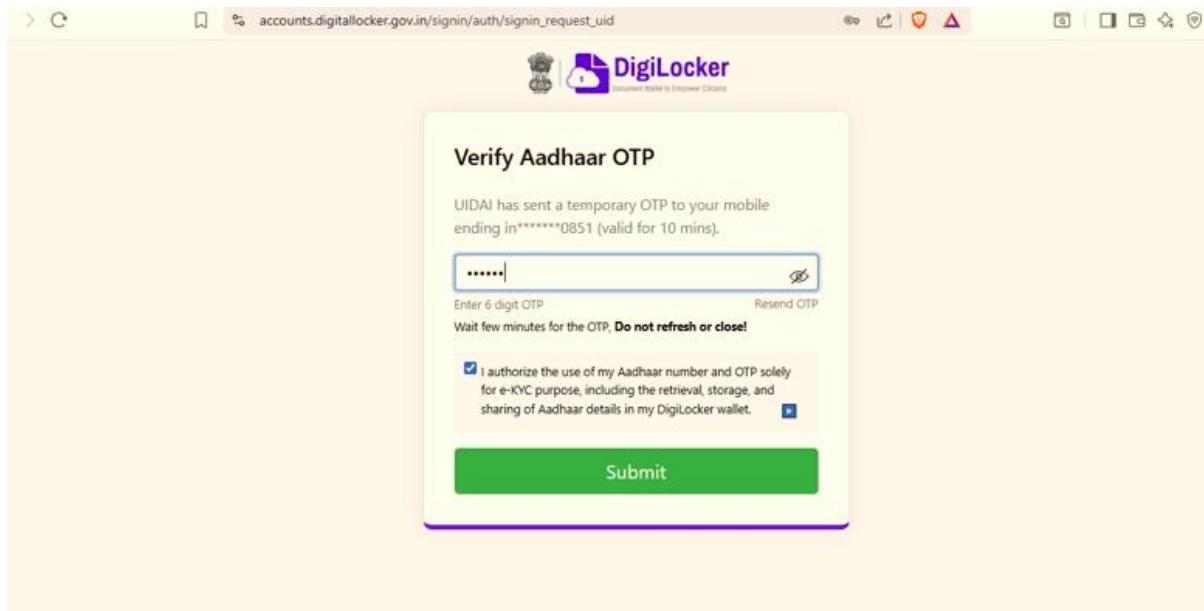
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If the client logs in using Aadhaar, they will receive an Aadhaar OTP, which must be entered to proceed to the next step.

The client must create a 6-digit PIN for further processing and click the Submit button to proceed to the next step.

After verifying the security PIN, the client will be presented with options to select the issued documents such as Aadhaar, PAN Verification, and Driving Licence. The client must select the relevant document and provide consent to proceed to the next page.
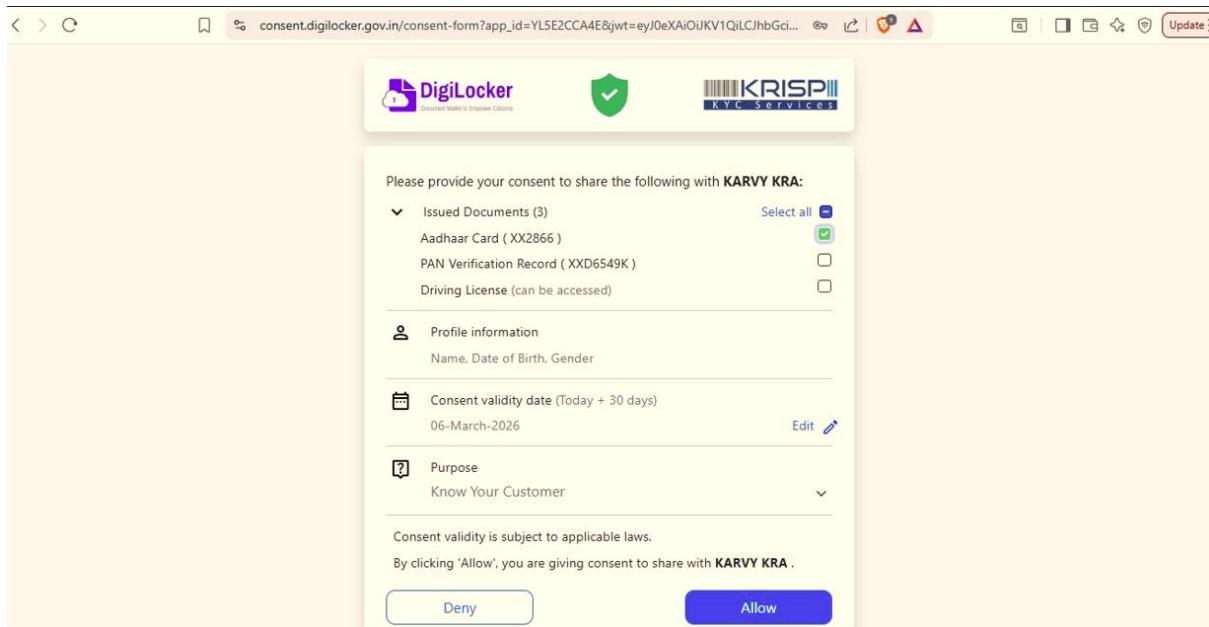
After clicking on the Allow option, the page shown below will be displayed for client image capture as part of the further process. The client's submitted PAN will be validated through ITD PAN Verification. If the PAN is active, the page will be redirected to the next step; otherwise, the ITD PAN response will be displayed.

2. **E-Aadhaar/ Aadhaar XML:** If the client chooses to log in using E-Aadhaar/Aadhaar XML, they must select the E-Aadhaar/Aadhaar option and then click on the "Click Here" option to download the E-Aadhaar PDF from the UIDAI website for further processing.

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After downloading the PDF, the client must upload the selected PDF, enter the Aadhaar password, and submit as shown in the image below.
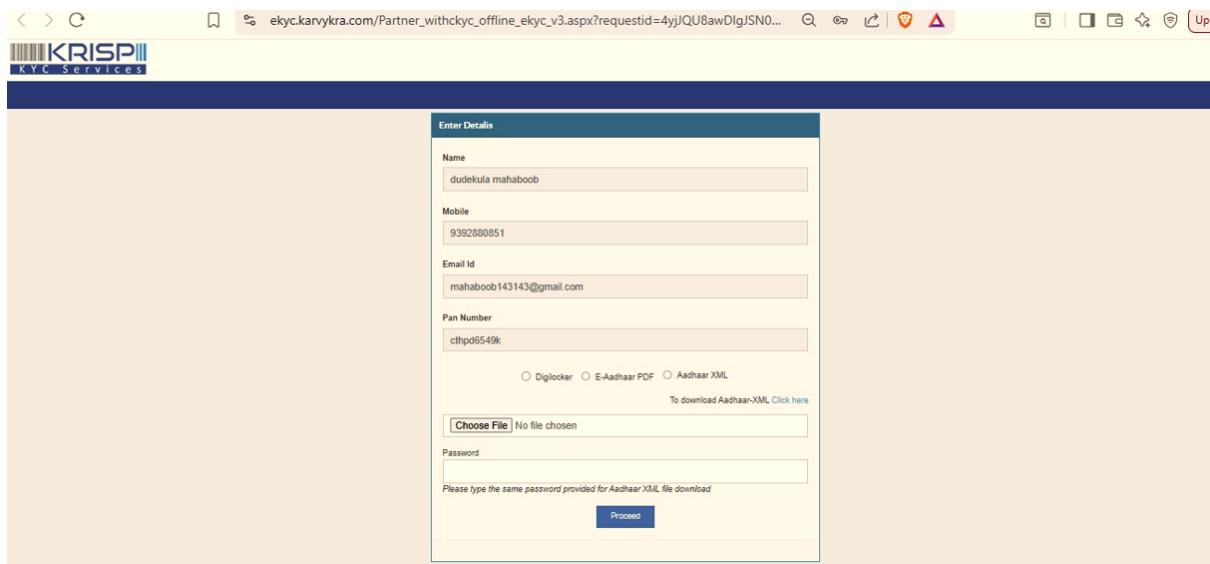

For the above three options (DigiLocker, E-Aadhaar, and Aadhaar XML), the following is the common process.

If the client logs in using any one of the options, they will be redirected to the next page as shown in the image below.

Instruction for image capture: 1) client face must be clearly visible, 2) Please take picture with good lighting for better upload, 3) live photograph of the client should only be captured

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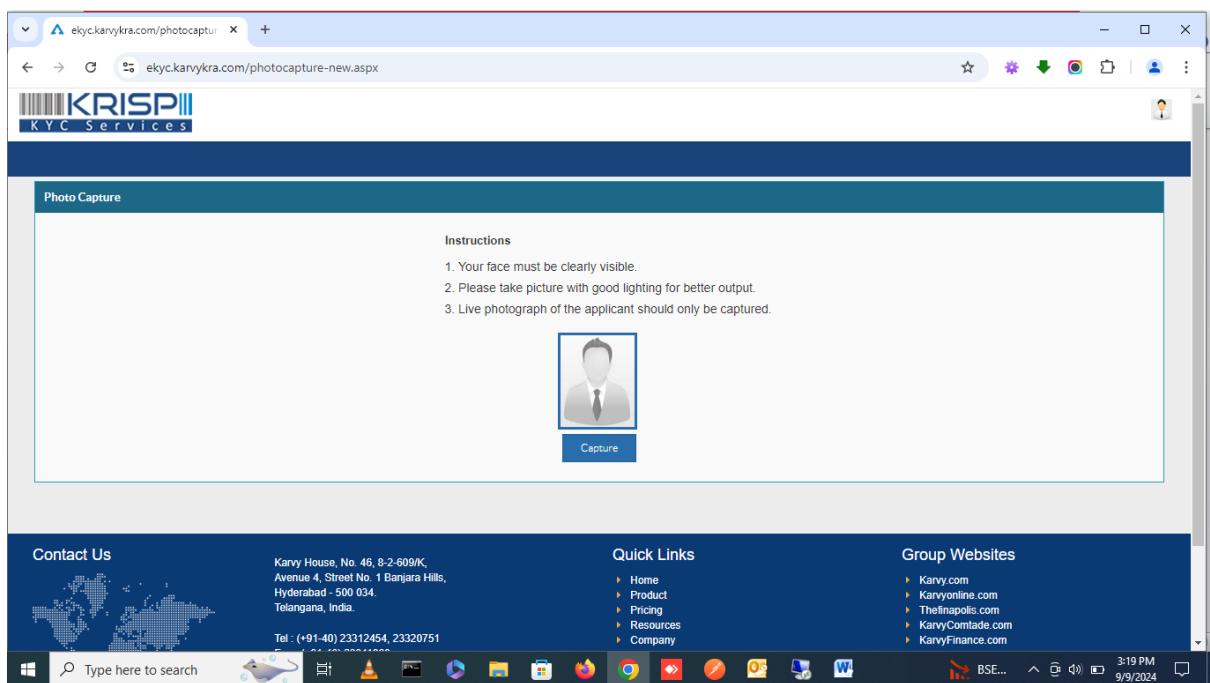
After capturing the client's image, the client's general information such as name, father's name, gender, date of birth, and other details will be fetched from DigiLocker, E-Aadhaar, or Aadhaar XML."
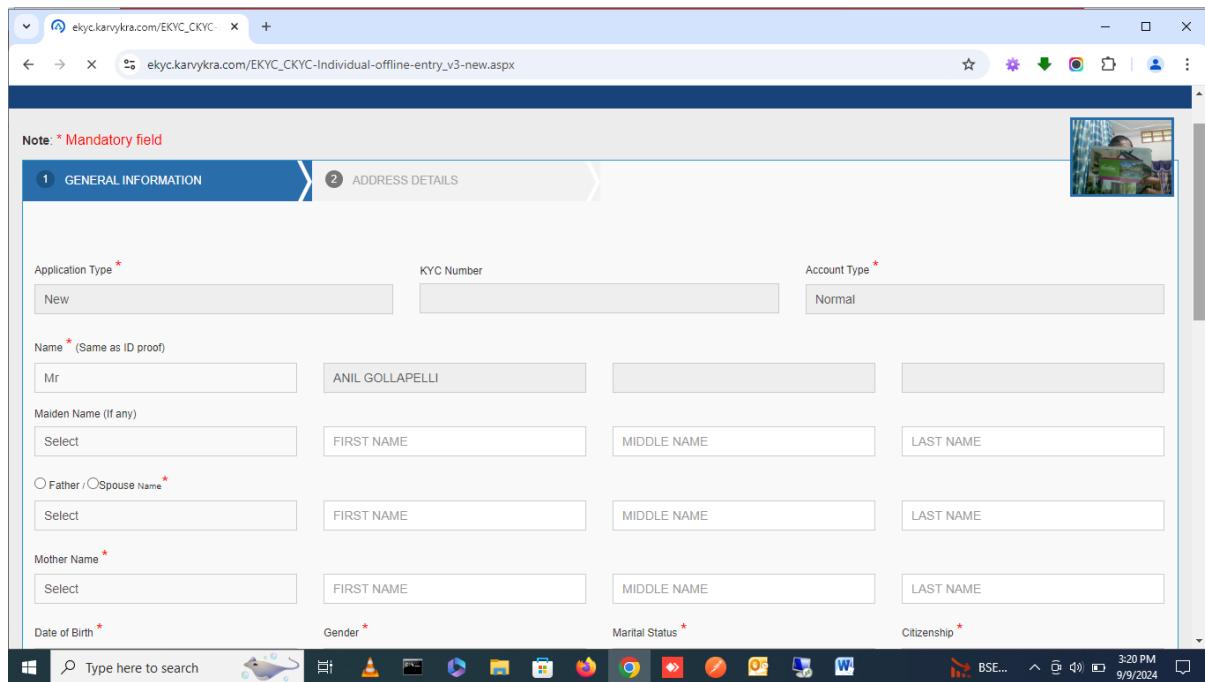
After entering the general information, the required POI and POA documents must be uploaded. Click on Next to proceed with the further process.

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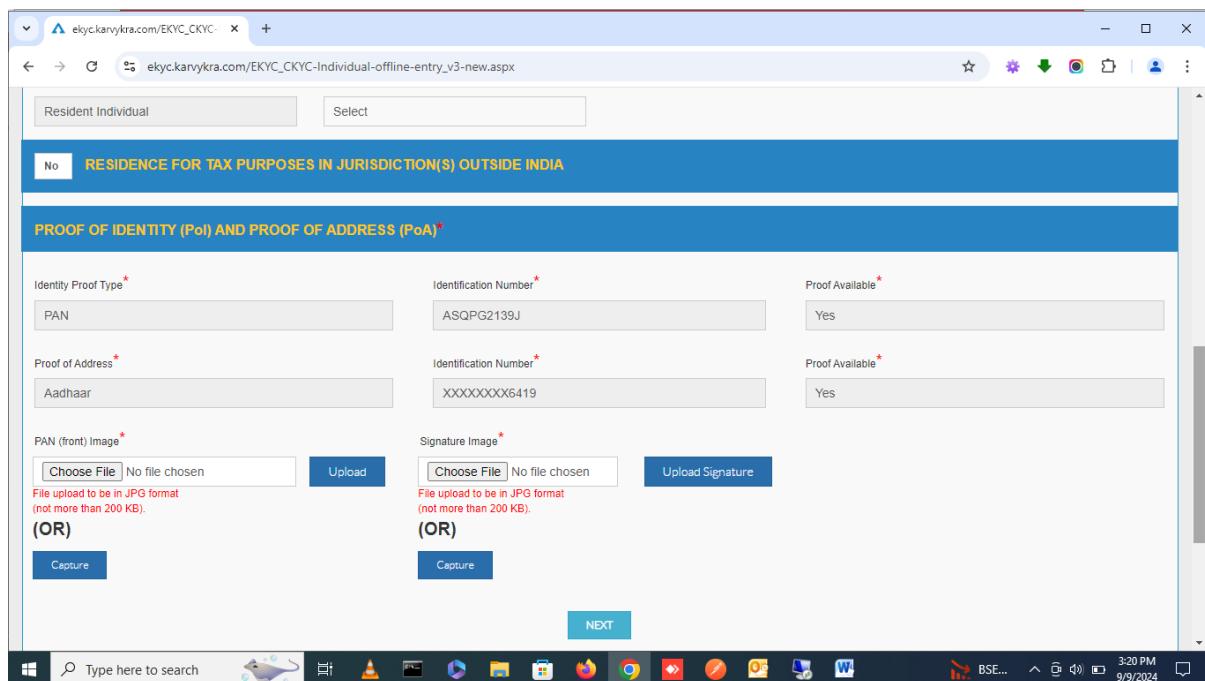
After uploading the POI & POA proofs, the client's Address Details such as Address type, Proof available, address lines, state, district and and other details will be fetched from DigiLocker, E-Aadhaar, or Aadhaar XML.
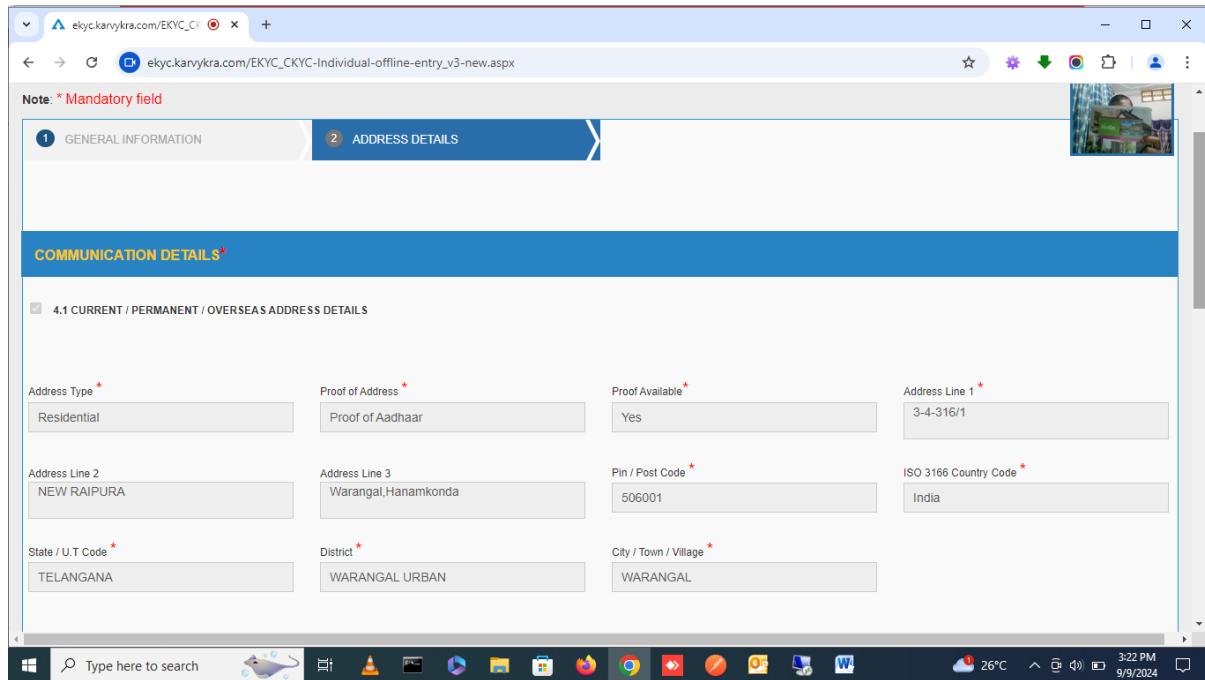
Client mobile number and mail will be fetched from DigiLocker, E-Aadhaar, or Aadhaar XML.

The client must select the FATCA details (Yes/No) and then click on Continue to proceed with the further process.
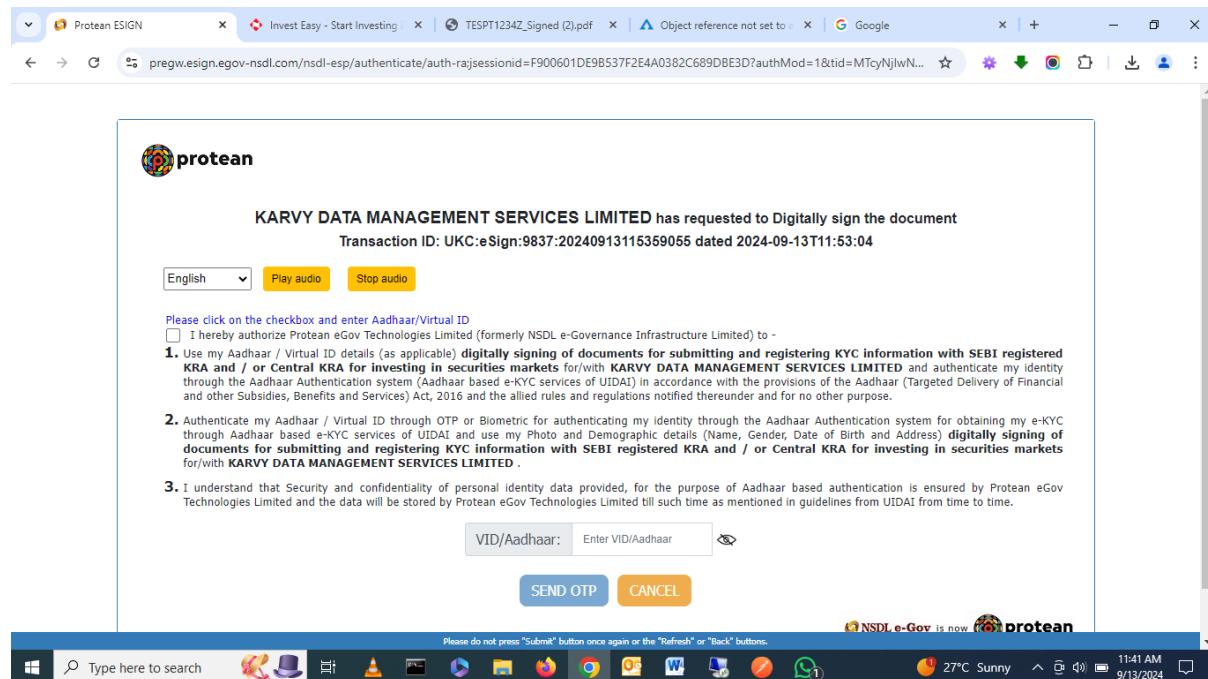
website: https://karvykra.com/
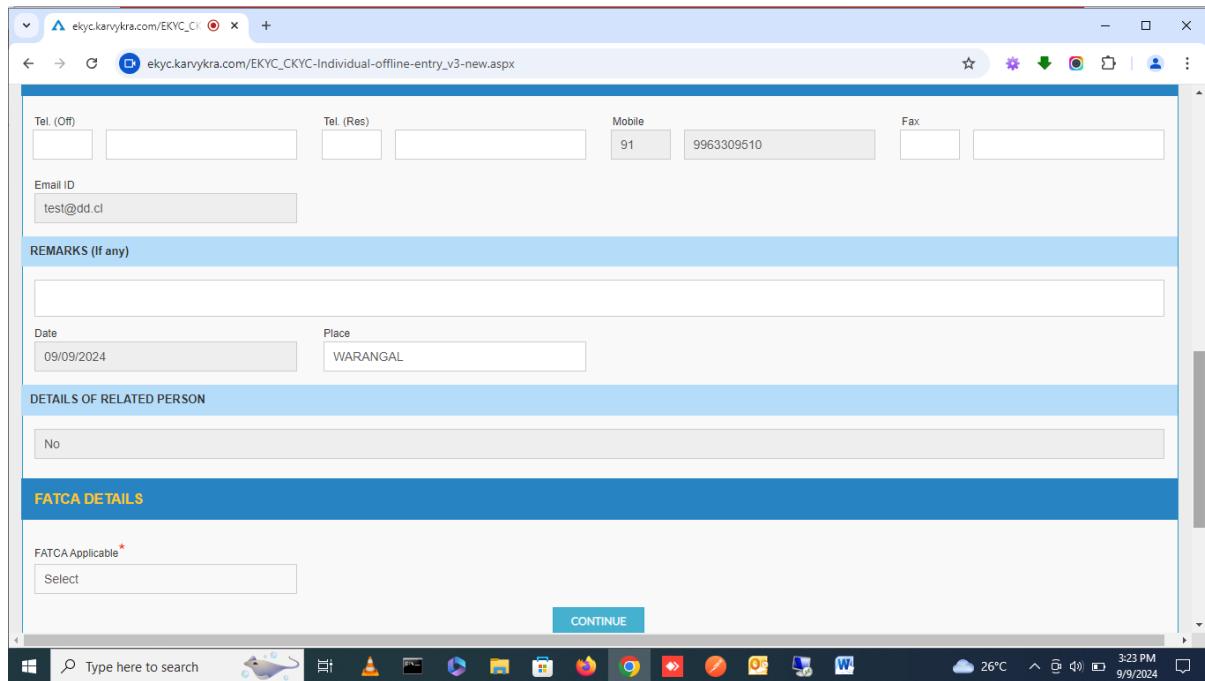
After clicking on the Continue option, the eSign page will be displayed.
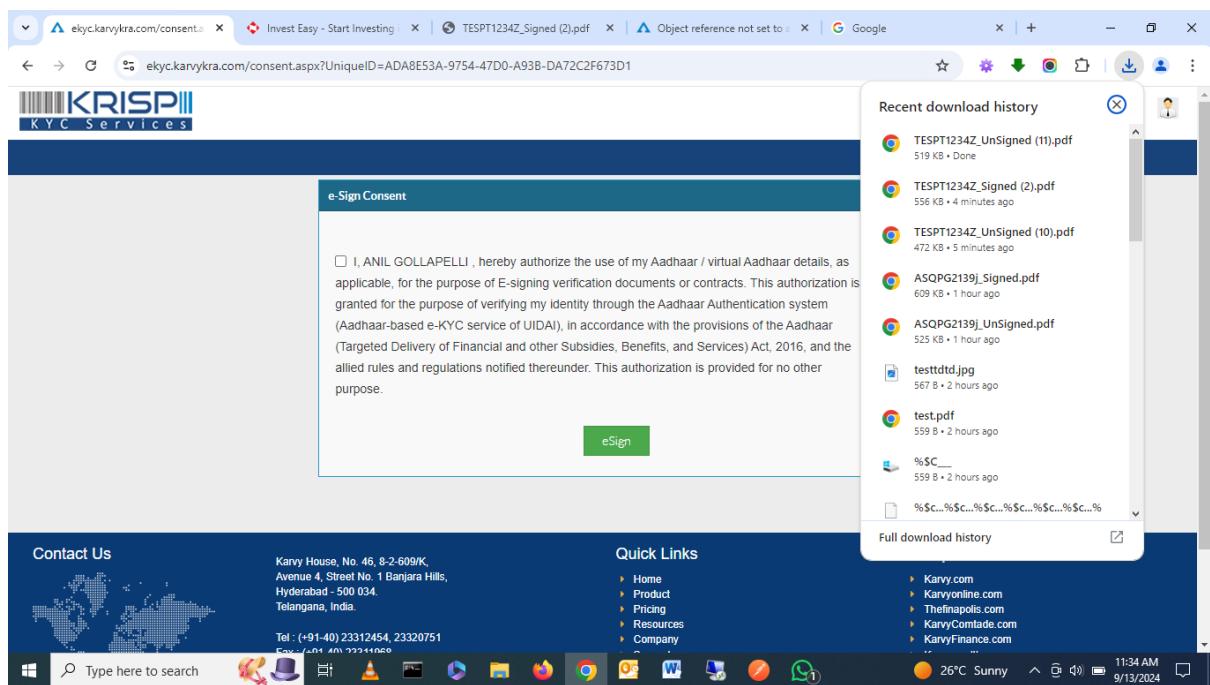
Downloaded unsigned image. Refer below image.

Confidential to recipient   website: https://karvykra.com/
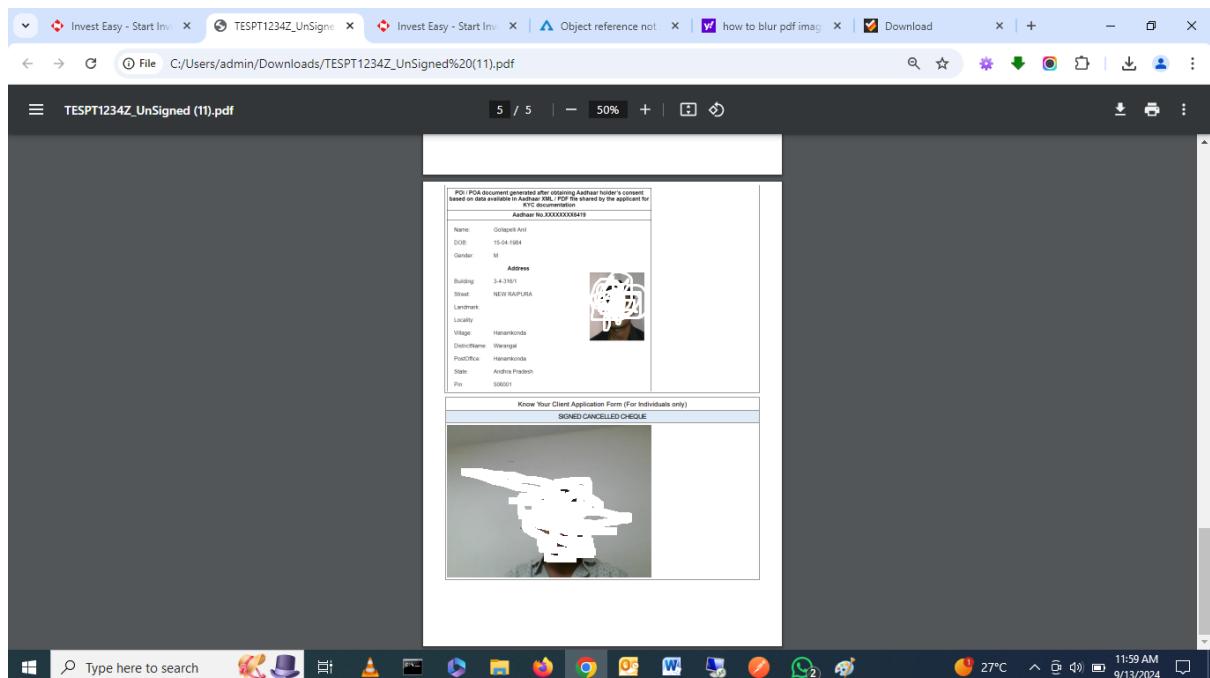
After click on eSign option below page will be displayed, the client will be enter their VID/Aadhaar number for further process.

After entering the VID or Aadhaar number, the client will receive an OTP to proceed with the further process. Refer to the image below.

website: https://karvykra.com/
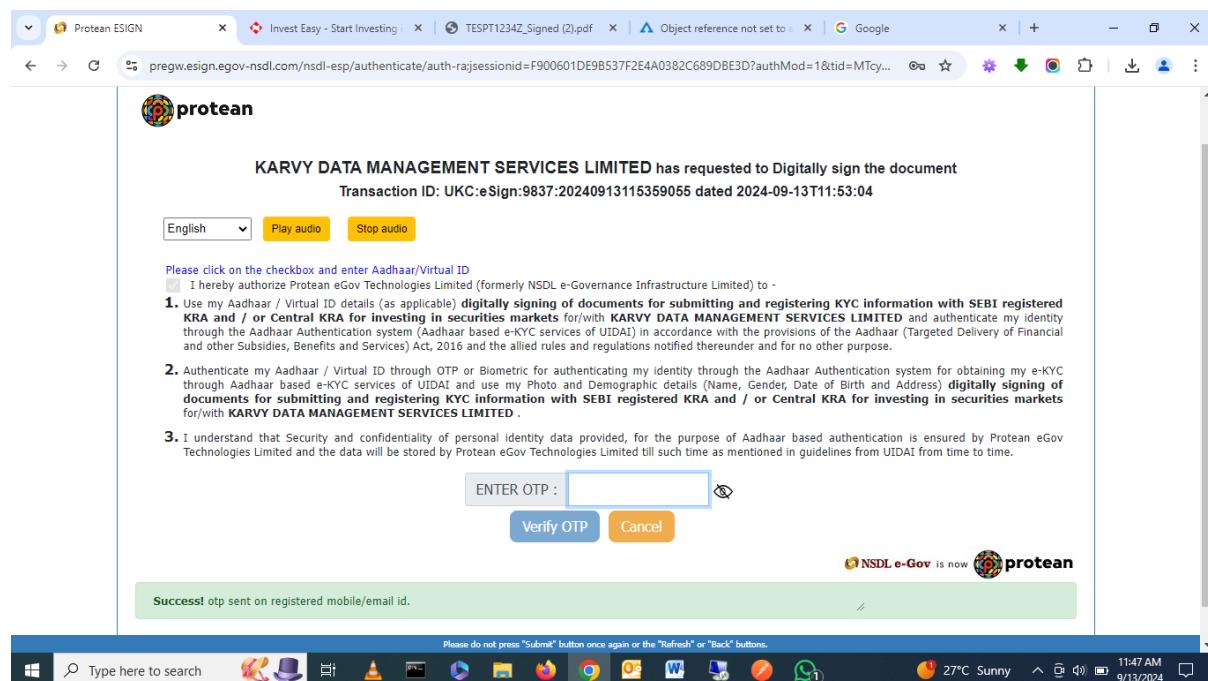
After entering the OTP, the client will be redirected to the intermediary page "success page".

Process is complete and downloaded signed PDF. Refer below image.
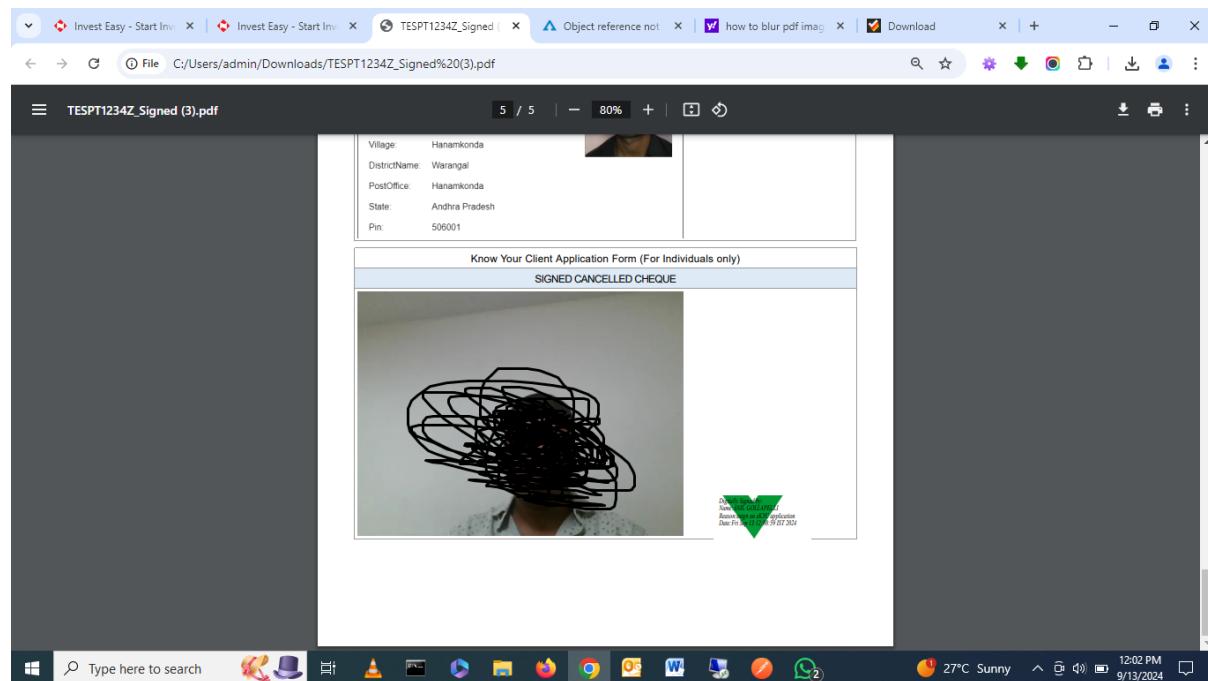
After completing customer onboarding, the intermediary must approve or reject the request raised, as per the process detailed in the link below.

https://ckyc.karvykra.com/Intermediary/ipvWithEsignApproveList.aspx

Navigation ->>>>reports->>>>ipv with esign approve list (refer the image below).

| S.No	Bucket ID	PAN	POS Code	POI ID	Document Front	Document Back	POA Document Front	POA Document Back	Signature	Action	
1	3528771	BZEPS6316M	10012		Document Front		Document Front		Signature	Approve	Reject
2	3528851	AMBPG1585H	10012		Document Front		Document Front		Signature	Approve	Reject
3	3528868	MPRPS4362B	10012		Document Front		Document Front		Signature	Approve	Reject
4	3528897	ADGPD1824L	10012		Document Front		Document Front		Signature		

8.4.2 Individual – New KYC

This menu is used to enter KYC details of an Individual. This option is used to capture individual customer data in 6 tabs viz., Master data, General info, Address, Other details, FATCA/CRS, KYC & IPV, Documents. Each tab is explained below.

The client's submitted PAN will be validated through ITD PAN Verification. If the PAN is active, the page will be redirected to the next step; otherwise, the ITD PAN response will be displayed.

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Master Data: We have to enter the details viz. PAN, Application No., Application Date and upload the Document, click on "Continue".

PAN No: This field is used to capture PAN of the customer. Exempt Category: This field is used to identify clients belonging to PAN exempted category. List of categories for which PAN is exempted. For e.g. i) Sikkim Resident. ii) Transactions carried out on behalf of STATE / CENTRAL Govt. iii) Court Appointed Officials. iv) Official Liquidator, Court Receiver etc. Date of Birth: This field is to capture the Date of Birth of the Applicant in DD-MM-YYYY format.
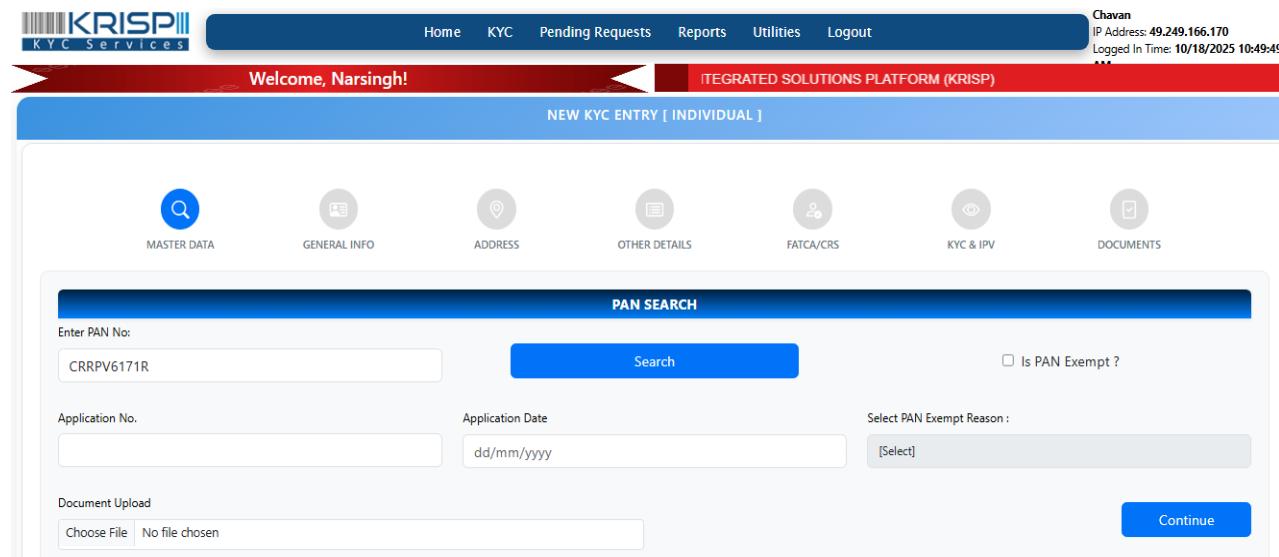
General Information: Once the document is uploaded, the PDF appears on the left side of the page. Based on the information in the PDF, the fields under 'General Information' must be filled accordingly.

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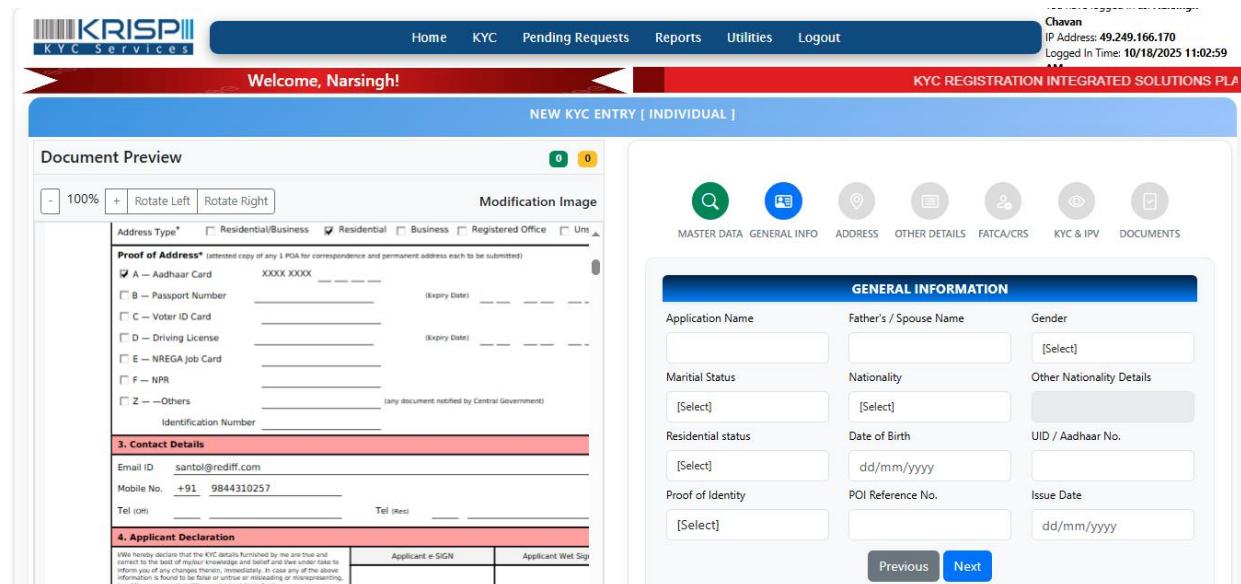
Address: This tab is used to capture the customer's **Communication**, **Permanent**, and **Overseas** Address details, along with:

- Contact Numbers
- Email ID
- Details of the address proof document
- Validity period of the address proof

If the **Permanent Address** is the same as the **Correspondence Address**, you can select the checkbox labelled:
"Click here if address is same as Permanent" to auto-fill the fields. **Note:** The **Overseas Address** is **mandatory** for customers classified as **NRI (Non-Resident Indian).**

Other details: Enter the details viz. Gross Annual Income, Net worth in Rs., As on (date), Occupation details etc. Please refer the image below:

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FATCA/CRS: Enter the FATCA/CRS details viz. Application flag & Declaration date, if applicable as per the KYC request raised.

KYC & IPV details: At the last stage, we must capture the IPV and Document verification details as mentioned below. In-Person Verification (IPV) done by: This field to be used to capture the details of the employee through whom the IPV is carried out with the Employee Name, Designation, and Employee No. refer below image.
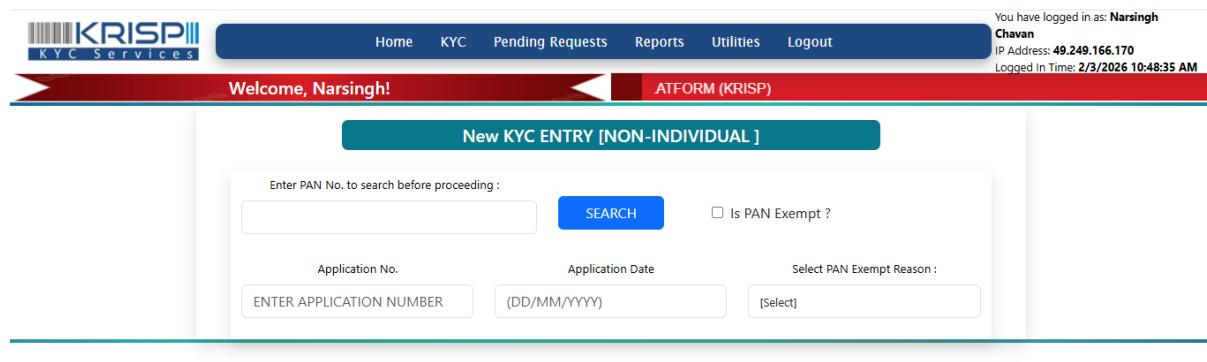
Documents: We have to select the documents and submit. After the submission of documents, we will get the pop-up message - "Successfully Inserted. PAN No ----- , Reference No.----". System Generated Reference Number to be written in the application. Press "OK" to go to next stage. Refer below image.

8.4.3 Non Individual – New KYC:

This menu is used to enter KYC details of a Non Individual. This option is used to capture individual customer data in 6 tabs viz., General info, Address, Other details, FATCA/CRS, Director details, KYC & IPV, Documents & Intermediary confirmation.

We have to enter the details viz. PAN, Application No., Application Date & click on "Continue".

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The client's submitted PAN will be validated through ITD PAN Verification. If the PAN is active, the page will be redirected to the next step; otherwise, the ITD PAN response will be displayed.

General Information: This page is similar to the KRA Individual page. In addition to the existing fields, the following mandatory details must be entered: Application date, Applicant Name, Father Name, Gender, Marital status, Nationality, Residential status, DOB etc. Please refer the image below:

Address: We have to enter the Correspondence address details and Permanent address details. If both are same, we have to click on the option "Same as Correspondence address".

Note: The **Overseas Address** is **mandatory** for customers classified as **NRI (Non-Resident Indian).**

Other details: Here we need to enter the Income details of the Applicant. Refer the image below:

Other Details		
Gross Annual Income	Networth in Rs.	As on(date)
[Select]		(DD/MM/YYYY)

FATCA/CRS Declaration: Enter the FATCA/CRS details viz. Application flag & Declaration date.

FATCA / CRS Declaration		
Applicable Flag	Declaration Date	
Select	[DD/MM/YYYY]	
Birth Place	Birth Country	Country of Residence
	[Select]	Select
Country of Citizenship	Other Services	
Select	Select	

Director's details: We have to enter the No of Directors / Promoters / Authorized Signatories

Directors Details
No of Directors / Promoters / Authorized Signatories
☐ Is Entity Involved in Foreign Exchange / Money Changer Services
☐ Is Entity Involved in Gaming / Gambling / Lottery Services (e.g. Casino, Betting Syndicates)
☐ Is Entity Involved in Money Lending / Pawning   Any Other Information

In-Person Verification (IPV) Details: At the last stage, we must capture the IPV and Document verification details as mentioned below. In-Person Verification (IPV) done by: This field to be used to capture the details of the employee through whom the IPV is carried out with the Employee Name, Designation, Employee No. Refer the image below:

In-Person Verification (IPV) Details			
Staff Name	Employee Code	Designation	Date of Verification
			(DD/MM/YYYY)

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Intermediary Confirmation: We have to select the documents and submit. After the submission of documents, we will get the pop-up message - "Successfully Inserted. PAN No ----- , Reference No.----". System Generated Reference Number to be written in the application. Press "OK" to go to next stage.

Pending Requests: In the Document Management section, enter the 'Application Date From' and 'To' fields, click on 'Submitted', then upload the document and submit.

9. Modify KYC Interop:

9.1 Individual:

Master: Enter the details through Fetch Other KRA Modify KYC Interop – Individual menu. The process details are mentioned as same as KRA individual entry menu. We must select OK for the fetch charges to proceed with the entry. Refer below image.

General Information: Once the document is uploaded, the PDF appears on the left side of the page. Based on the information in the PDF, the fields under 'General Information' must be filled accordingly. Refer the below image.
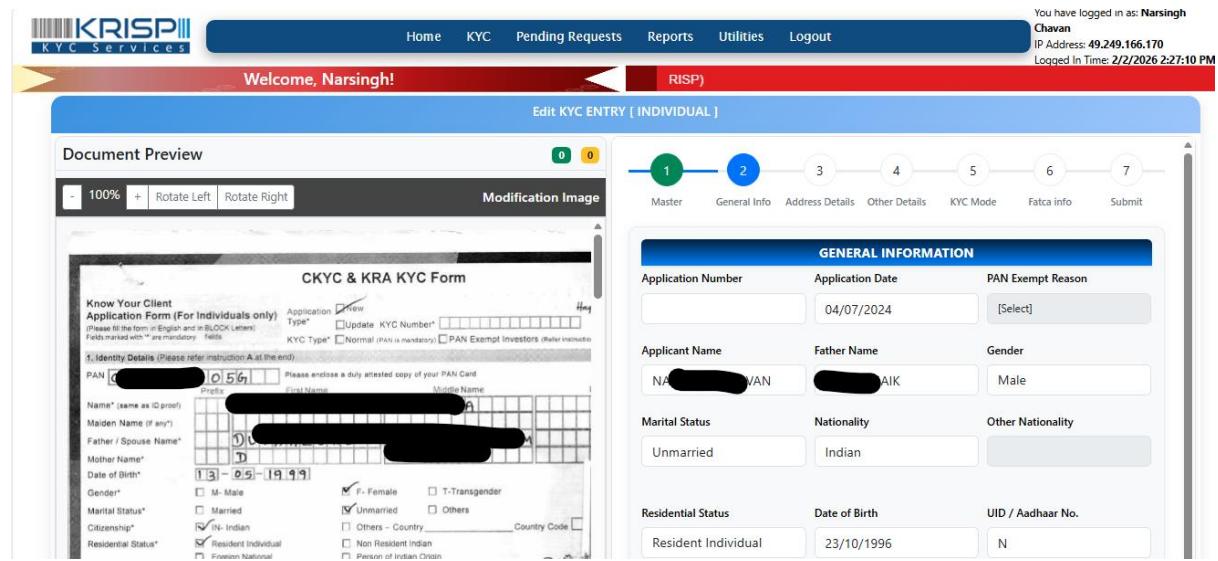
Address Details: This tab is used to capture the customer's **Communication**, **Permanent**, and **Overseas** Address details, along with:

- Contact Numbers
- Email ID
- Details of the address proof document
- Validity period of the address proof

If the **Permanent Address** is the same as the **Correspondence Address**, you can select the checkbox labelled: **"Click here if address is same as Permanent"** to auto-fill the fields.

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Other details: Enter the details viz. Gross Annual Income, Net worth in Rs., As on (date), Occupation details etc. Please refer the image below:

KYC Mode: Here, we need to enter the KYC details and IPV details for further processing. Please refer below image.

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FATCA/CRS Declaration: Enter the FATCA/CRS details viz. Application flag & Declaration date, if applicable as per the KYC request raised.
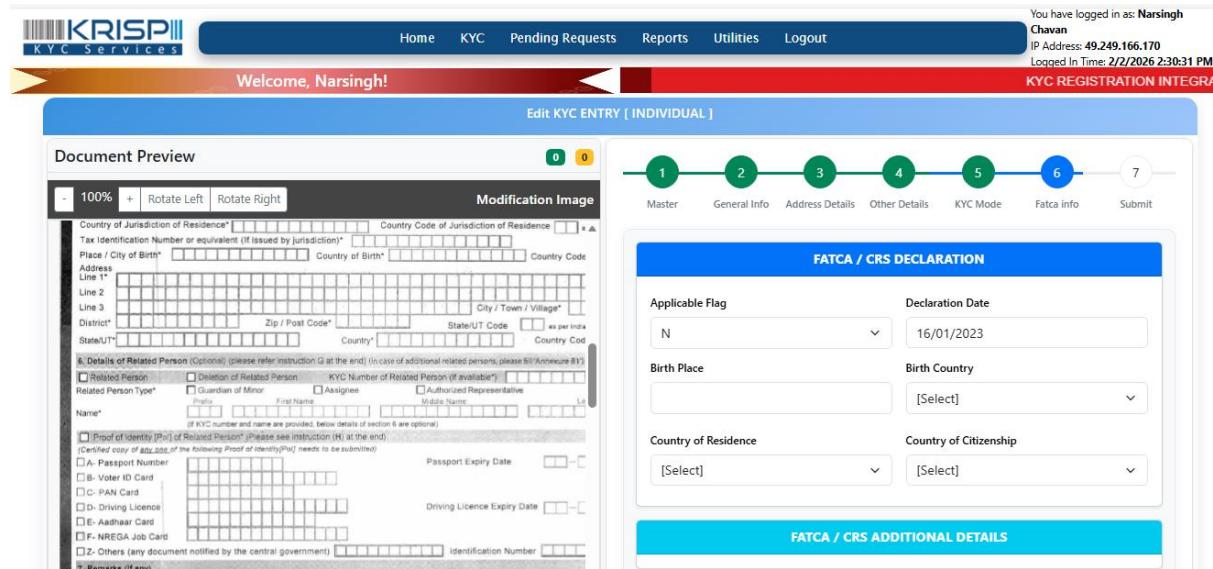
Submit: We are required to upload the KYC documents and submit the same for further processing.
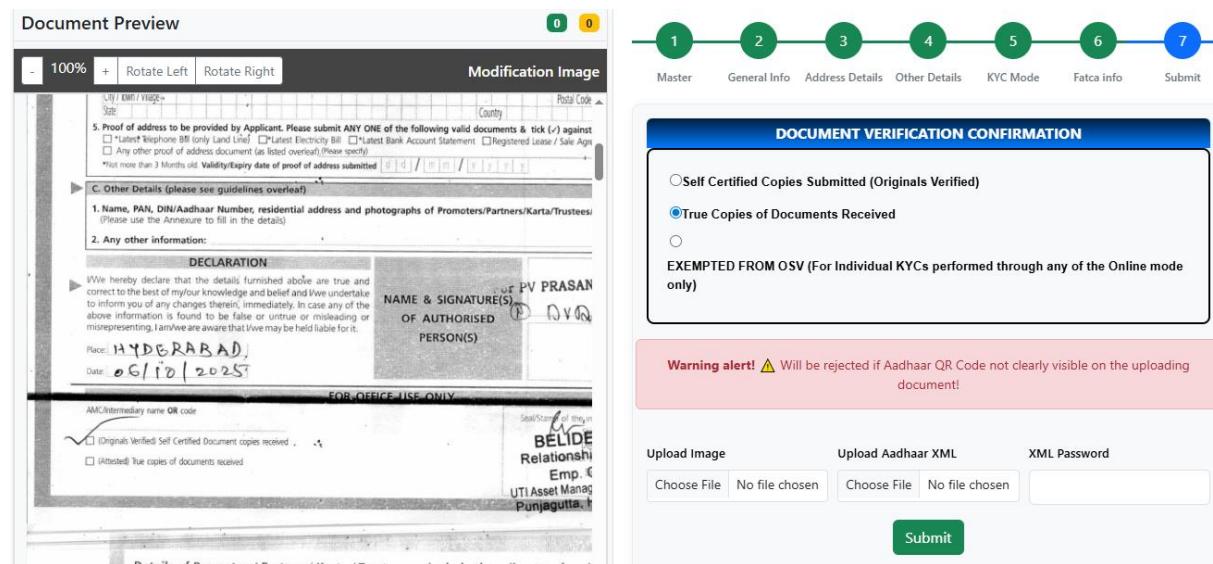
9.2 Individual Online: Enter the details through Fetch Other KRA Modify KYC Interop – Individual Online.
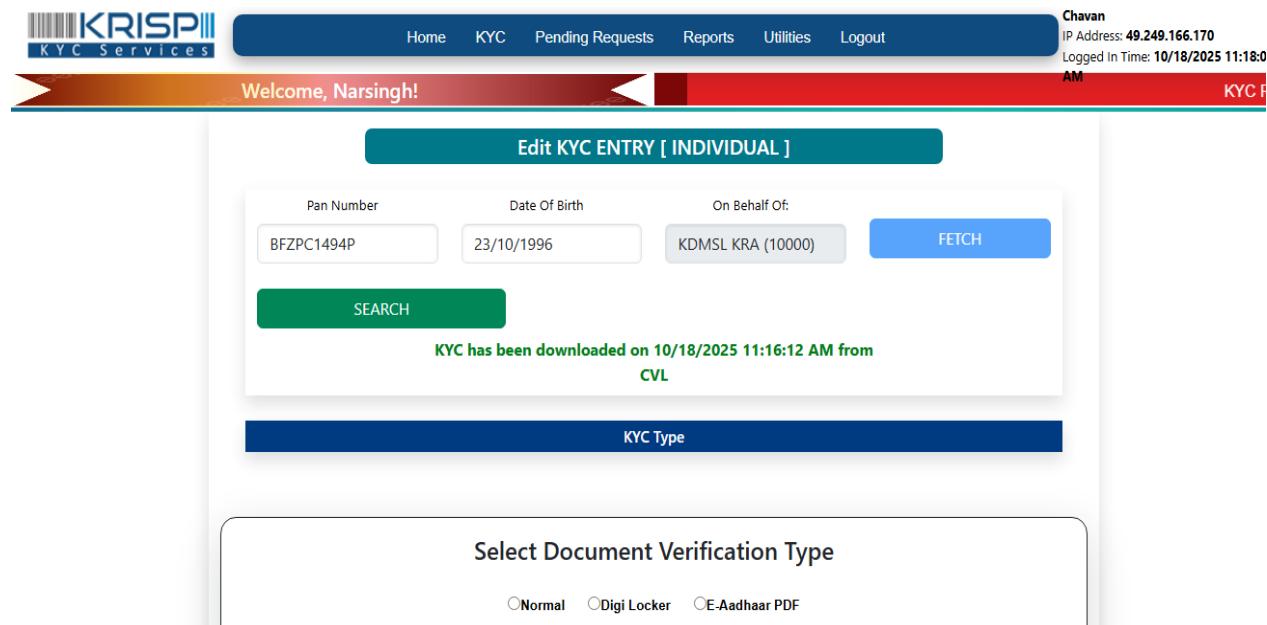
After fetching the KYC details, we have to select the KYC type i.e. Normal or Digi Locker or e-Aadhaar PDF and complete the KYC upload.

9.3 Non Individual: Enter the details through Fetch Other KRA Modify KYC Interop – Non Individual menu.

Master Data: We need to enter the Pan, DOI and click on Search to check for earlier data. If the data has already been fetched, it will be displayed. If not, we need to click on Fetch to proceed with the further process. Please refer below images.

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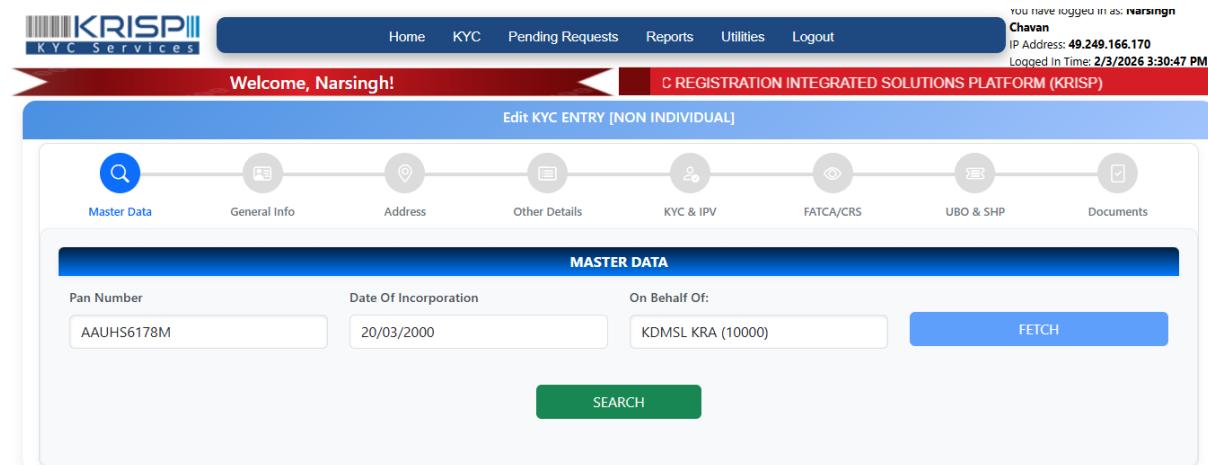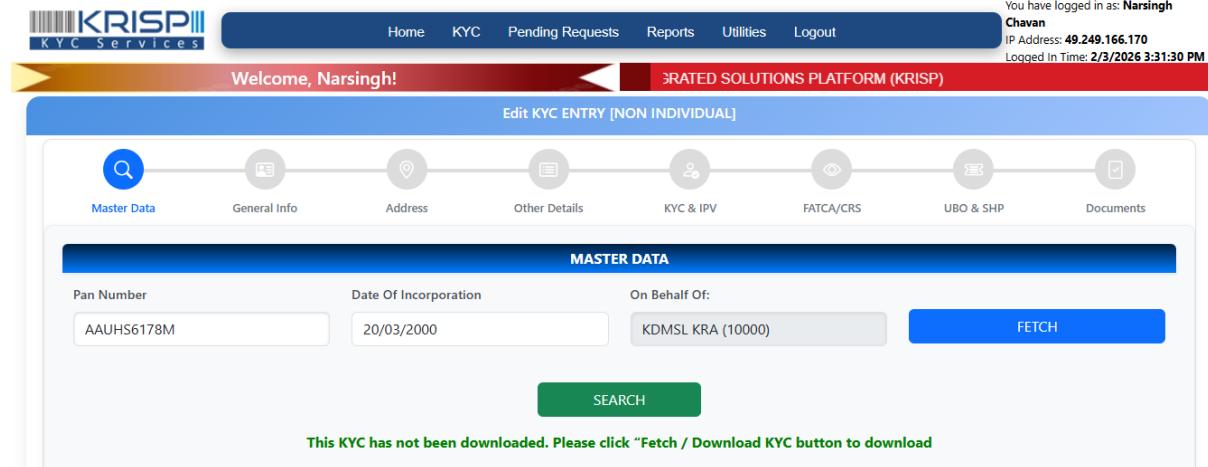
General information: Enter the general details such as Application Number, Date, Name, Date of Incorporation (DOI), Place, etc. After filling in all the required fields, click on the 'Next' button to proceed to the next step.

　　　website: https://karvykra.com/

Address: We have to enter the Correspondence address details and Permanent address details. If both are same, we have to click on the option "Same as Correspondence address".

Note: The **Overseas Address** is **mandatory** for customers classified as **NRI (Non-Resident Indian).**

Other details: Here we need to enter the Income details of the Applicant and we have to enter the No of Directors / Promoters / Authorized Signatories. Please refer below images.
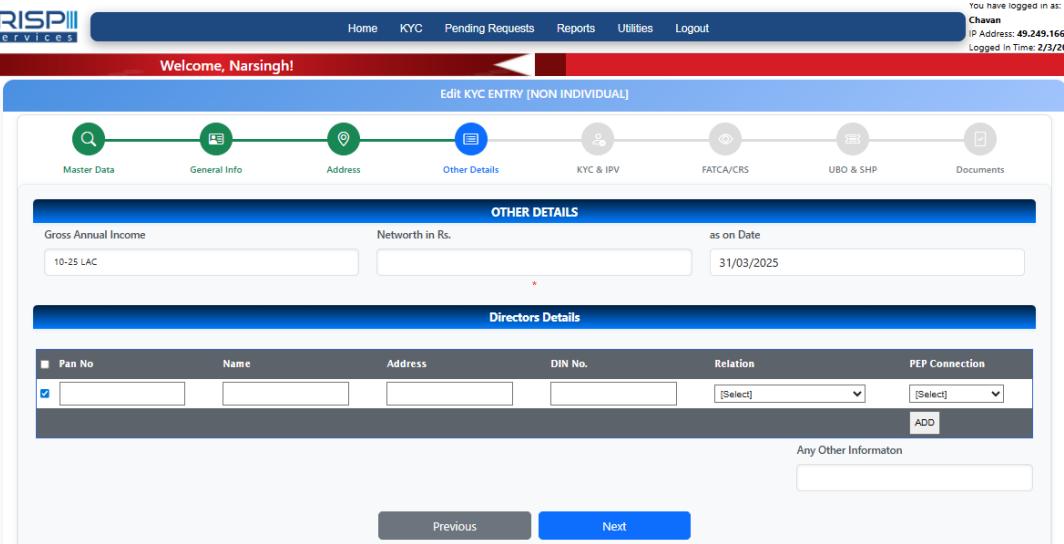
Confidential to recipient   website: https://karvykra.com/

KYC & IPV Details: We must capture the IPV and Document verification details as mentioned below. In-Person Verification (IPV) done by: This field to be used to capture the details of the employee through whom the IPV is carried out with the Employee Name, Designation, Employee No. Refer the image below

FATCA/CRS Declaration: Enter the FATCA/CRS details viz. Application flag & Declaration date for further step. Please refer below image
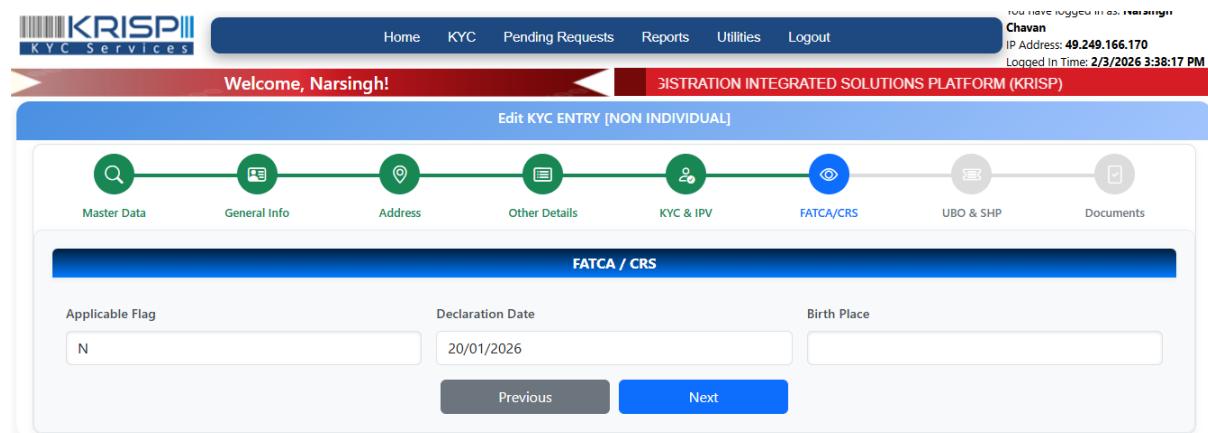
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UBO & SHP & BS Details: Enter the details of UBO, SHP, and BS as per the documents provided by the applicant. After verifying and completing all required fields, click on the 'Next' button to proceed with the further process.
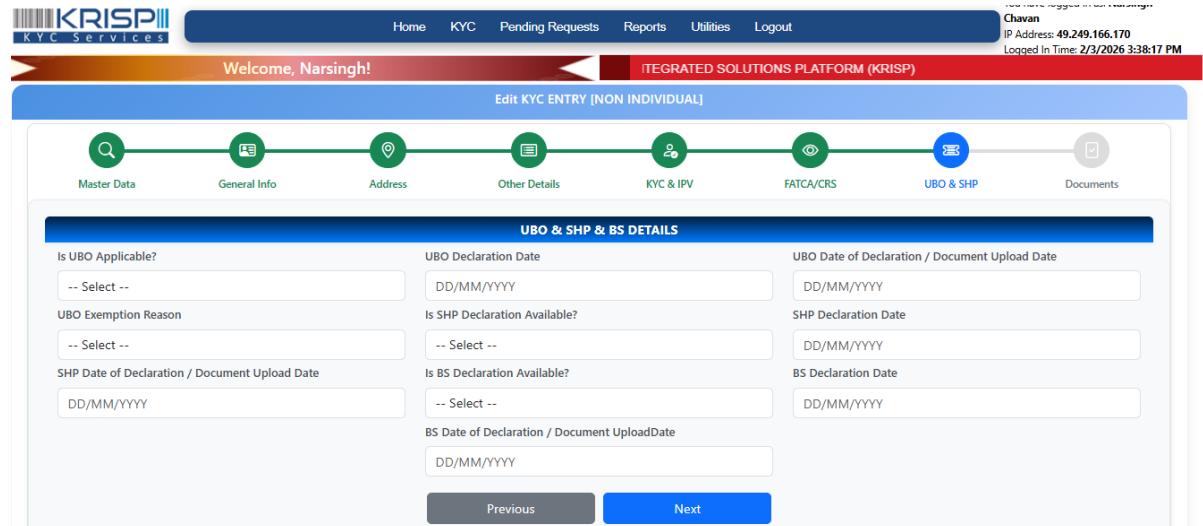

Documents: Select either of the options 'Self-Certified Copies Submitted' or 'True Copies of Documents Received'. Then upload the KYC document and click on the 'Update' button to proceed.
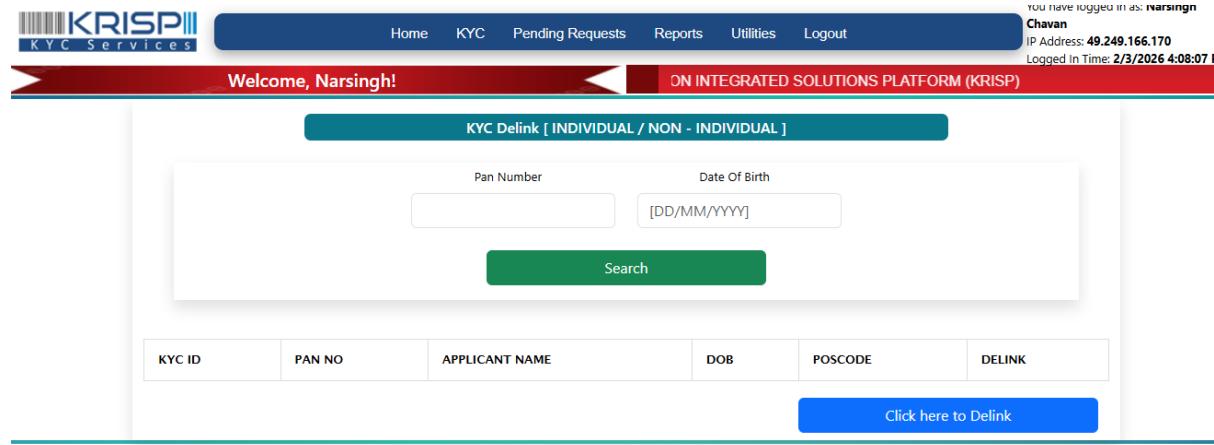
Confidential to recipient   website: https://karvykra.com/
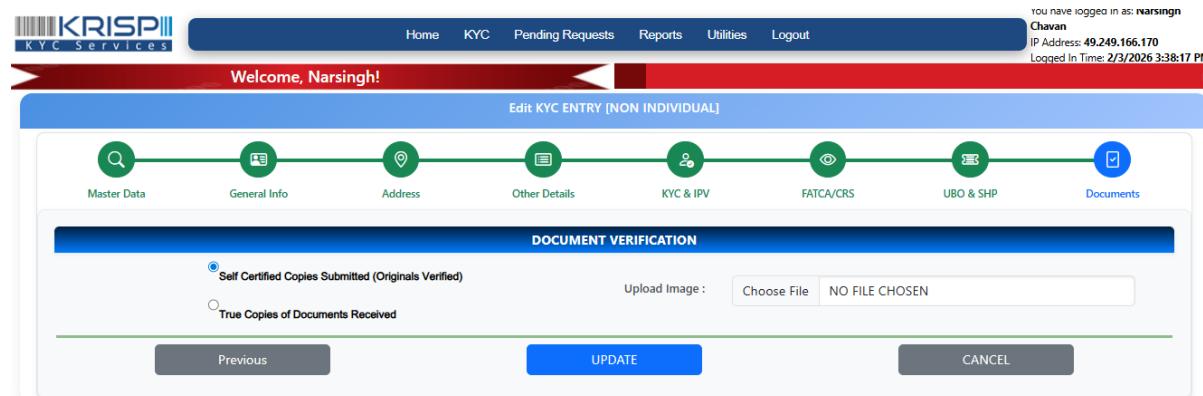
Finally, after clicking on the 'Update' option, a message will be displayed stating: **'Success: Modification raised with KARVY KRA with reference number**.' Refer to the image below
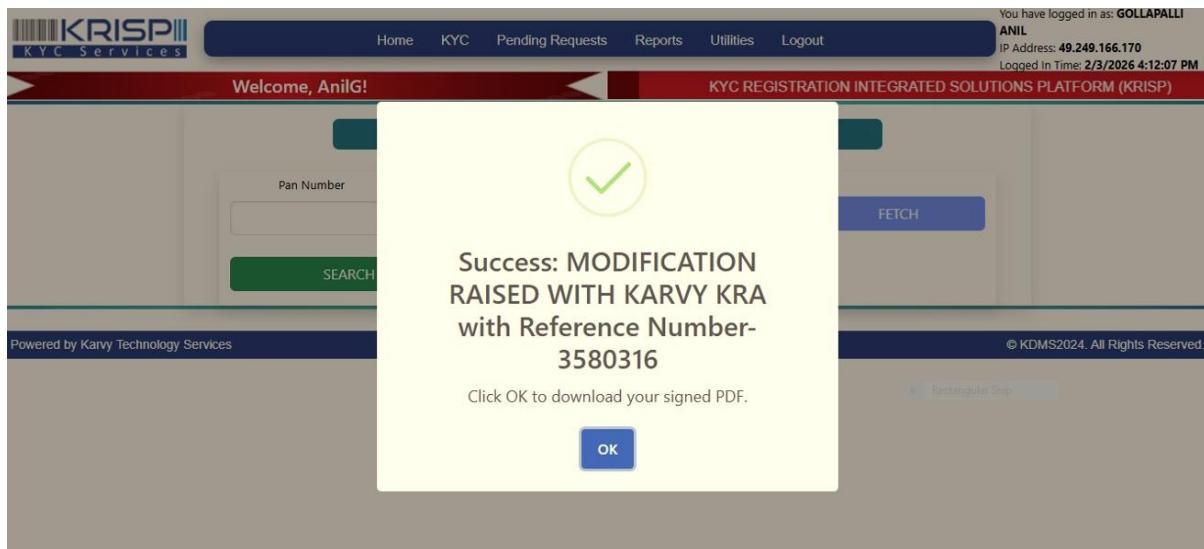
9.4 FATCA only IOP: Enter the details through Fetch Other KRA Modify KYC Interop – FATCA only IOP menu. The process details are mentioned as same as KRA Individual entry menu. We must select OK for the fetch charges to proceed with the entry.
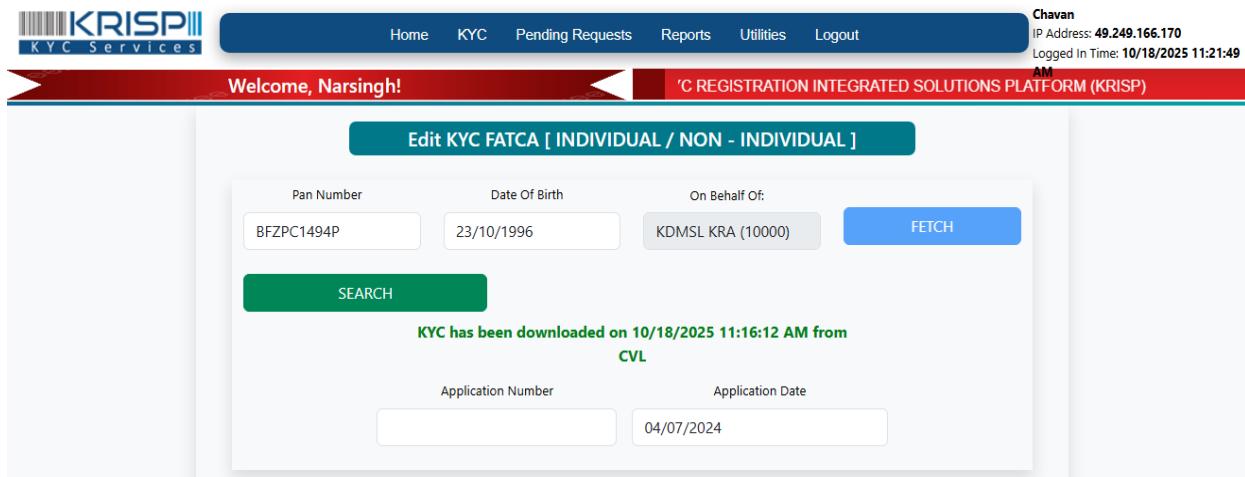
9.5 KYC Delink: Enter the PAN number & Date of Birth details and click on the "Search" option. We will get the details pertaining to the applicant and have to click the option "Click here to Delink". Refer below image.
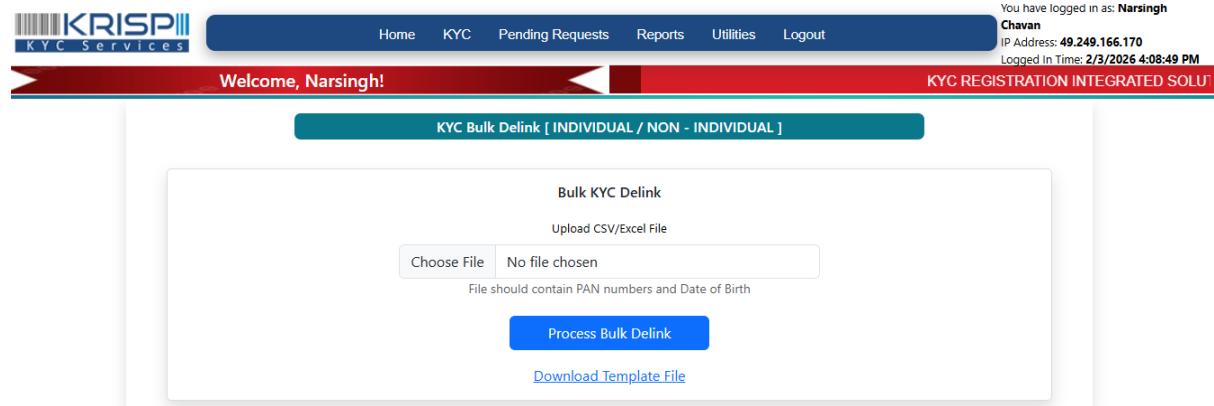

9.6 Bulk KYC Delink: We have to enter the PAN number & DOB as per the given sample CSV file and then upload & submit. Refer below image.

9.7 Bulk Modification Upload: We have to enter the Applicant details viz. PAN, DOB, Address etc. as per the XML sample format which is mentioned in the Bulk modification upload tab. Refer below image.
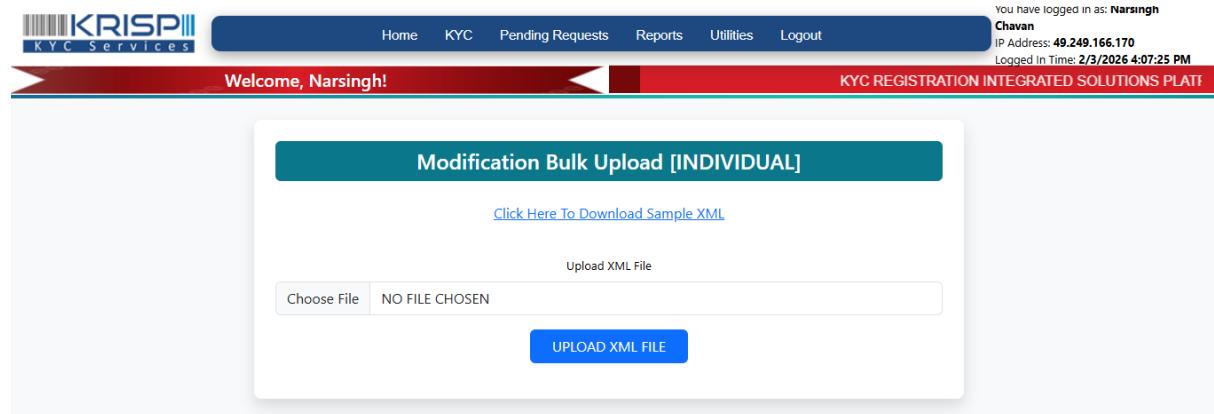
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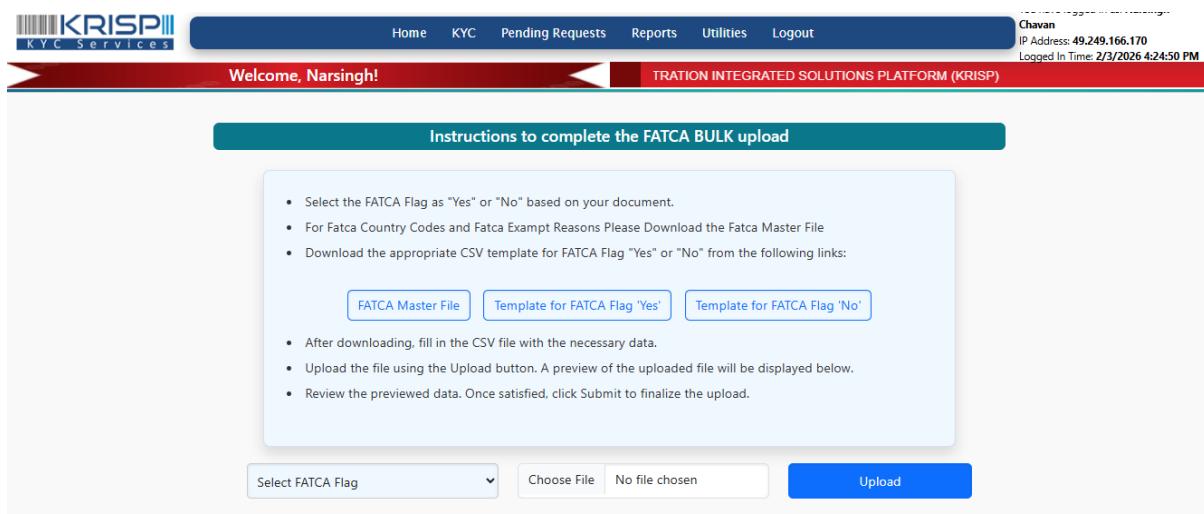
9.8 UBO SHP BL Upload: Enter the PAN number and click on 'Search'. The options to upload and enter the details will be displayed. Enter and upload the UBO, SHP, and BL details, then click on 'Add to List' so that all three details are added. After verifying the entries, click on the 'Submit All Documents' option. Refer below image.
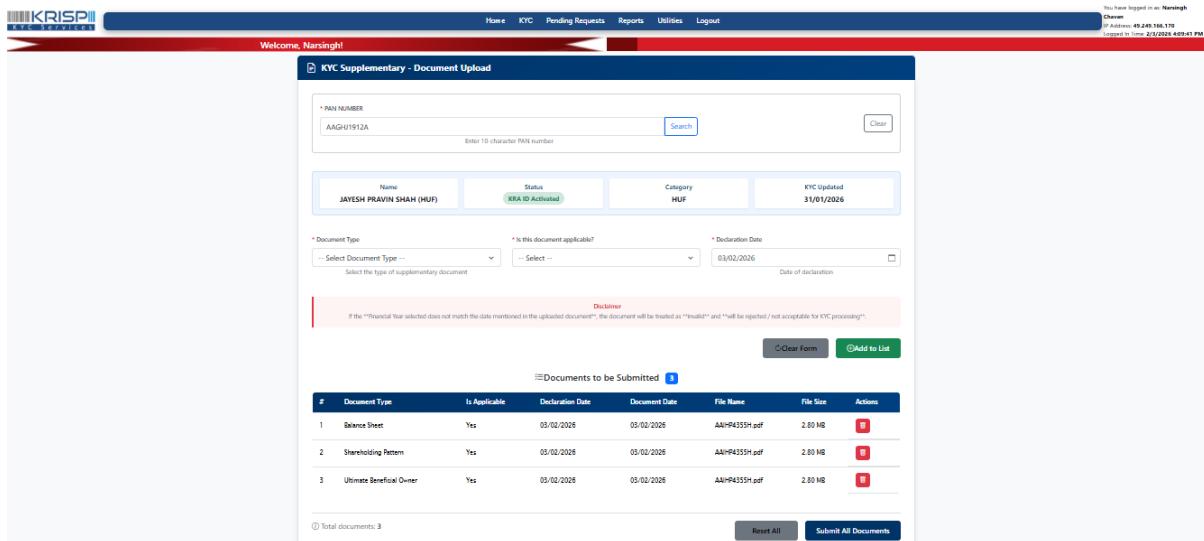
10. FATCA Bulk Upload:

1. Select the FATCA Flag as "Yes" or "No" based on your document.
2. For FATCA Country Codes and FATCA Exempt Reasons Please Download the FATCA Master File
3. Download the appropriate CSV template for FATCA Flag "Yes" or "No" from the following links:
4. After downloading, fill in the CSV file with the necessary data.
5. Upload the file using the Upload button. A preview of the uploaded file will be displayed below.
6. Review the previewed data. Once satisfied, click Submit to finalize the upload.

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Thank You!