

# Investor Charter of Depository Participant

## **VISION**

Towards making Indian Securities Market – Transparent, Efficient, & Investor friendly by providing safe, reliable, transparent and trusted record keeping platform for investors to hold and transfer securities in dematerialized form. **MISSION**

- o To hold securities of investors in dematerialised form and facilitate its transfer, while ensuring safekeeping of securities and protecting interest of investors.
- o To provide timely and accurate information to investors with regard to their holding and transfer of securities held by them.
- o To provide the highest standards of investor education, investor awareness and timely services so as to enhance Investor Protection and create awareness about Investor Rights.

## **Details of business transacted by the Depository and Depository Participant (DP)**

A Depository is an organization which holds securities of investors in electronic form. Depositories provide services to various market participants – Exchanges, Clearing Corporations, Depository Participants (DPs), Issuers and Investors in both primary as well as secondary markets. The depository carries out its activities through its agents which are known as Depository Participants (DP). Details available on the link: NSDL :- <https://nsdl.co.in/dpsch.php> CDSL :- <https://www.cdslindia.com/DP/dplist.aspx>

## **4. Description of services provided by the Depository through Depository Participants (DP) to investors**

### (1) Basic Services

S.No.	Brief about the Activity/Service	Expected Timelines for processing by the DP after receipt of proper documents
1	Dematerialization of securities	7 days
2	Rematerialization of securities	7 days

3	MutualFundConversion/ Destatementization	5days
4	Re-conversion/Restatementisationof Mutualfund units	7days
5	Transmissionofsecurities	7days
6	Registeringpledgerequest	15days
7	Closureofdemataccount	30days
8	SettlementInstruction	DepositoriestoacceptphysicalDISfor pay-inofsecuritiesupto4p.m.andDIS in electronic form upto 6 p.m. on T+1 day

(2) Depositories providespecialservices likepledge,hypothecation,internetbasedservices etc.in addition to their core servicesand these include

S.No.	TypeofActivity/Service	BriefabouttheActivity/Service
1	ValueAddedServices	Depositoriesalsoprovidevalueadded services such as  <a href="#">a. BasicServicesDematAccount(BSDA)1</a> <a href="#">b. Transpositioncum dematerialization2</a> <a href="#">c. LinkageswithClearingSystem3</a> <a href="#">d. Distributionofcashandnon-cash corporatebenefits (Bonus,Rights,IPOs etc.), stock lending, demat of NSC / KVP,dematofwarehousereceiptsetc.</a>
2	ConsolidatedAccountstatement(CAS)	CAS is issued 10 days from the end of the month (if there were transactions in the previous month) or half yearly (if no transactions).
3	Digitalizationofservicesprovidedbythe depositories	Depositories offer below technology solutionsande-facilities to theirdemat

		<p>accountholdersthroughDPs:</p> <p>a. <a href="#">E-accountopening4</a></p> <p>b. <a href="#">Onlineinstructionsforexecution5</a></p> <p>c. <a href="#">e-DIS/DematGateway6</a></p> <p>d. <a href="#">e-CASfacility7</a></p> <p>e. <a href="#">Miscellaneouservices8</a></p>
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## **5DetailsofGrievanceRedressalMechanism**

### (1) TheProcessofinvestorgrievance redressal

1.	Investor Complaint/ Grievances	<p>Investorcanlodgecomplaint/grievanceagainsttheDepository/DPinthe followingways:</p> <p>a. Electronicmode–</p> <p>(i) SCORES(a webbased centralizedgrievanceredressalsystem of SEBI) <a href="https://www.scores.gov.in/scores/Welcome.html">https://www.scores.gov.in/scores/Welcome.html</a></p> <p>(ii) RespectiveDepository'swebportaldedicatedforthe filingof complaint for <b>NSDL</b> :<a href="https://www.epass.nsdl.com/complaints/websitecomplaints.aspx">https://www.epass.nsdl.com/complaints/websitecomplaints.aspx</a><b>C</b> <b>DSL</b>:<a href="https://www.cdslindia.com/Footer/grievances.aspx">https://www.cdslindia.com/Footer/grievances.aspx</a></p> <p>(iii) EmailstodesignatedemailIDsofDepositoryfor<b>NSDL</b> :<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a><b>CDSL</b>:<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.co</a> <a href="mailto:m.aspx">m.aspx</a></p> <p>Thecomplaints/grievanceslodgeddirectlywiththeDepositoryshallbe resolved within 30 days.</p> <p>b. Offlinemode[detailsoflinktotheformtobeprovidedbyDPs]</p>
2	Investor Grievance Redressal Committee of Depository	<p>Ifnoamicableresolution is arrived,thenthe Investorhastheoptionto refer the complaint/ grievance to the Grievance Redressal Committee (GRC) of the Depository. Upon receipt of reference, the GRC will endeavor to resolve the complaint/ grievance by hearing the parties, andexamining the necessaryinformation and documents.</p>
3	Arbitration proceedings	<p>The Investormayalsoavailthe arbitrationmechanismsetoutinthe ByelawsandBusinessRules/OperatingInstructionsoftheDepository inrelationtoanygrievance,ordisputerelatingtodepositoryservices.The arbitration reference shall be concluded by way of issue of an arbitral award within 4 months from the date of appointment of arbitrator(s).</p>

(2) For the Multi-level complaint resolution mechanism available at the Depositories<sup>9</sup>

**6. Guidance pertaining to special circumstances related to market activities: Termination of the Depository Participant**

S.No.	Type of special circumstances	Timelines for the Activity/Service
1	<p>Depositories to terminate the participation in case a participant no longer meets the eligibility criteria and/or any other grounds as mentioned in the byelaws like suspension of trading member by the Stock Exchanges.</p> <p>Participants surrender the participation by its own wish.</p>	<p>Client will have a right to transfer all its securities to any other Participant of its choice without any charges for the transfer within 30 days from the date of intimation by way of letter/email.</p>

<sup>7</sup> Do and Don'ts for Investors<sup>10</sup>

<sup>8</sup> Rights of investors<sup>11</sup>

<sup>9</sup> Responsibilities of Investors<sup>12</sup> **Annexure C**

Investor Complaints Data –

Depository Participants Data for Every Month Ending –

Aug, 2024.

S.No	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**	Average Resolution time^ (in days)
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						Pending for less than 3 months	Pending formore than 3 months	
1	Directlyfrom	0	0	0	0	0	0	0
	Investors							
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	0	0	0	0	0	0
4	Other Sources(if any)	0	0	0	0	0	0	0
5	GrandTotal	0	0	0	0	0	0	0

### Trendofmonthlydisposalofcomplaints

S.No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-2021	0	0	0	0
2	May-2021	0	0	0	0
3	Jun-2021	0	0	0	0
4	July-2021	0	0	0	0
5	Aug-2021	0	0	0	0
6	Sep-2021	0	0	0	0

7	Oct-2021	0	0	0	0
8	Nov-2021	0	0	0	0
9	Dec-2021	0	0	0	0
10	Jan-2022	0	0	0	0
11	Feb-2022	0	0	0	0
12	Mar-2022	0	0	0	0
13	Apr-2022	0	0	0	0
14	May-2022	0	0	0	0
15	June-2022	0	0	0	0
16	July-2022	0	0	0	0
17	Aug-2022	0	0	0	0
18	Sep-2022	0	0	0	0
19	Oct-2022	0	0	0	0
20	Nov-2022	0	0	0	0
21	Dec-2022	0	0	0	0
22	Jan-2023	0	0	0	0
23	Feb-2023	0	2	2	0
24	Mar-2023	0	0	0	0
25	April-2023	0	0	0	0
26	May-2023	0	0	0	0
27	June-2023	0	0	0	0

28	July-2023	0	0	0	0
29	Aug-2023	0	0	0	0
30	Sep-2023	0	0	0	0
31	Oct-2023	0	0	0	0
32	Nov-2023	0	0	0	0
33	Dec-2023	0	0	0	0
34	Jan-2024	0	0	0	0
35	Feb-2024	0	0	0	0
36	Mar-2024	0	0	0	0
37	April-2024	0	0	0	0
38	May-2024	0	0	0	0
39	June-2024	0	0	0	0
40	July-2024	0	0	0	0
41	Aug-2024	0	0	0	0

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total complaints pending as on the last day of the month, if any. ^Average



resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month. Trend of Annual

disposalofcomplaints

<b>S.No.</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
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1	2017-18	0	0	0	0
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2	2018-19	0	0	0	0
3	2019-20	0	0	0	0
4	2020-21	0	0	0	0
5	2021-22	0	0	0	0
6	2022-23	0	0	0	0
7	2023-24	0	0	0	0
8	<b>GrandTotal</b>	0	0	0	0