

Investor Charter of Depository Participant

1. 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.

2. MISSION

- To hold securities of investors in dematerialized form and facilitate its transfer, while ensuring safekeeping of securities and protecting interest of investors.
- To provide timely and accurate information to investors with regard to their holding and transfer of securities held by them.
- 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.

3. 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

Sr. 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	Mutual Fund Conversion / Destatementization	5 days
4	Re-conversion / Restatementisation of Mutual fund units	7 days
5	Transmission of securities	7 days
6	Registering pledge request	15 days
7	Closure of demat account	30 days
8	Settlement Instruction	For T+1 day settlements, Participants shall accept instructions from the Clients, in physical form up to 4 p.m. (in case of electronic instructions up to 6.00 p.m.) on T day for pay-in of securities. For T+0 day settlements, Participants shall accept EPI instructions from the clients, till 11:00 AM on T day. Note: 'T' refers 'Trade Day'

(2) Depositories provide special services like pledge, hypothecation, and internet based services etc. in addition to their core services and these include

Sr. No	Type of Activity / Service	Brief about the Activity / Service
1	Value Added Services	Depositories also provide value-added services such as: Basic Services Demat Account (BSDA) Transposition cum dematerialization Linkages with Clearing System Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs, etc.), stock lending, demat of NSC / KVP, demat of warehouse receipts, etc.
2	Consolidated Account Statement (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	Digitalization of services provided by the depositories	Depositories offer the following technology solutions and e-facilities to their demat account holders through DPs: E-account opening: korp.vselindia.com/EKYC/EKYCAccountOpening Online instructions for execution e-DIS / Demat Gateway: https://edis.cdslindia.com/home/generatepin e-CAS facility: https://www.cdslindia.com/CAS/LoginCAS.aspx Miscellaneous services: 1. Online Closer : korp.vselindia.com/EKYC/EKYCAccountOpening 2. Monthly SOT : https://web.cdslindia.com/myeasitoken/home/login

5. Details of Grievance Redressal Mechanism

(1) The Process of investor grievance redressal

Sr. No	Type of Activity / Service	Brief about the Activity / Service
1	Investor Complaint/ Grievances	Investor can lodge complaint/ grievance against the Depository/DP in the following ways: a. <u>Electronic mode</u> - (i) SCORES 2.0 (a web based centralized grievance redressal system of SEBI) https://scores.sebi.gov.in Two Level Review for complaint/ grievance against DP: 1. First review done by Designated Body. 2. Second review done by SEBI (ii) Respective Depository's web portal dedicated for the filing of complaint for CDSL: https://www.cdslindia.com/Footer/grievances.aspx (iii) Emails to designated email IDs of Depository complaints@cdslindia.com b. <u>Offline Mode</u> The complaints/ grievances lodged directly with the Depository shall be resolved within 21 days.
2	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through by online conciliation or arbitration. SMARTODR: https://smartodr.in/login

Sr. No	Type of Activity / Service	Brief about the Activity / Service
3	Steps to be followed in ODR for Review, Conciliation and Arbitration	<p>Investor to approach Market Participant for redressal of complaint Investor is not satisfied with response of Market Participant; he/she can escalate the complaint on SEBI SCORES portal.</p> <p>Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration.</p> <p>Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days.</p> <p>If the matter could not be amicably resolved, then the Investor may request the MII to refer the matter case for conciliation.</p> <p>During the conciliation process, the conciliator will endeavor for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator.</p> <p>If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration.</p> <p>The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days.</p>

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 bye laws like suspension of trading member by the Stock Exchanges.</p> <p>Participant surrenders 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>

7. Dos and Don'ts for Investors

Sr. No.	Guidance
i.	Always deal with a SEBI registered Depository Participant for opening a demat account.
ii.	Read all the documents carefully before signing them.
iii.	Before granting Power of attorney to operate your demat account to an intermediary like Stock Broker, Portfolio Management Services (PMS) etc., carefully examine the scope and implications of powers being granted.
iv.	Always make payments to registered intermediary using banking channels. No payment should be made in name of employee of intermediary.
v.	Accept the Delivery Instruction Slip (DIS) book from your DP only (pre-printed with a serial number along with your Client ID) and keep it in safe custody. Do not sign or issue blank or partially filled DIS slips. Always mention the details like ISIN, number of securities accurately. In case of any queries, contact your DP or broker. Strike out any blank space on the slip and initial or sign any cancellations or corrections by all account holders. Do not leave your instruction slip book with anyone else or sign blank DIS.
vi.	Inform any change in your Personal Information linked to your demat account and obtain confirmation of the update.
vii.	Mention your Mobile Number and email ID in account opening form to receive SMS alerts and updates directly from the depository.
viii.	Ensure your mobile number and email ID linked to your demat account match those provided at the time of account opening/updation.
ix.	Do not share the password of your online trading and demat account with anyone.
x.	Do not share One Time Password (OTP) received from banks, brokers, etc. These are meant to be used by you only.
xi.	Do not share login credentials of e-facilities such as e-DIS/demat gateway, SPEED-e/easiest, etc., with anyone else.
xii.	Demat is mandatory for any transfer of securities of Listed public limited companies.
xiii.	If you have any grievance in respect of your demat account, write to designated email IDs of depositories or lodge a complaint with SEBI at https://scores.sebi.gov.in .
xiv.	Keep a record of documents signed, DIS issued, and account statements received.
xv.	Verify the transaction statement carefully for all debits and credits. Inform your DP or Depository of any unauthorized debit or credit.
xvi.	Appoint a nominee to facilitate your heirs in obtaining the securities in your demat account upon completion of the necessary procedures.
xvii.	Register for Depository's internet-based facility or mobile app to monitor your holdings.
xviii.	Ensure that both your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have transactions.
xix.	Do not follow herd mentality for investments. Seek expert and professional advice for your investments.
xx.	Beware of assured/fixed returns.

8. Rights of investors

Sr. No.	Rights
i.	Receive a copy of KYC, copy of account opening documents.
ii.	No minimum balance is required to be maintained in a demat account.
iii.	No charges are payable for opening of demat accounts.
iv.	If executed, receive a copy of Power of Attorney. However, Power of Attorney is not mandatory as per SEBI/Stock Exchanges. You have the right to revoke any authorization given at any time.
v.	You can open more than one demat account in the same name with a single DP/multiple DPs.
vi.	Receive statements of accounts periodically. In case of any discrepancies in statements, take up the matter with the DP immediately. If the DP does not respond, take it up with the Depositories.
vii.	Pledge and/or any other interest or encumbrance can be created on demat holdings.
viii.	Right to give standing instructions regarding the crediting of securities in a demat account.
ix.	Investor can exercise their right to freeze/defreeze their demat account or specific securities/quantity of securities in the account, maintained with the DP.
x.	In case of any grievances, the investor has the right to approach the Participant, Depository, or SEBI to resolve the issue within the prescribed timelines.
xi.	Every eligible investor shareholder has the right to cast their vote on resolutions proposed by companies through the Depositories' internet-based 'e-Voting' platform.
xii.	Receive information about charges and fees. Any agreed-upon charges/tariff shall not increase unless a written notice of not less than thirty days is given to the investor.
xiii.	Right to indemnification for any loss caused due to the negligence of the Depository or the participant.
xiv.	Right to opt out of the Depository system for any security.

9. Responsibilities of Investors

Sr. No.	Responsibilities
i.	Deal with a SEBI registered DP for opening demat account, KYC, and Depository activities.
ii.	Provide complete documents for account opening and KYC (Know Your Client).
iii.	Fill all the required details in Account Opening Form/KYC form in your own handwriting and cancel out any blanks.
iv.	Read all documents and conditions being agreed upon before signing the account opening form.
v.	Accept the Delivery Instruction Slip (DIS) book from your DP only (pre-printed with a serial number along with your Client ID) and keep it in safe custody. Do not sign or issue blank or partially filled DIS.
vi.	Always mention the details like ISIN and the number of securities accurately.
vii.	Inform any change in information linked to your demat account and obtain confirmation of the update in the system.
viii.	Regularly verify balances and demat statements and reconcile them with trades/transactions.
ix.	Appoint nominee(s) to facilitate heirs in obtaining the securities in their demat account.
x.	Do not fall prey to fraudsters sending emails and SMSs luring you to trade in stocks/securities, promising huge profits.

10. Code of Conduct for Depositories

Sr. No.	Code of Conduct
(a)	Always abide by the provisions of the Act, Depositories Act, 1996, any Rules or Regulations framed thereunder, circulars, guidelines, and any other directions issued by the Board from time to time.
(b)	Adopt appropriate due diligence measures.
(c)	Take effective measures to ensure implementation of proper risk management framework and good governance practices.
(d)	Take appropriate measures towards investor protection and education of investors.
(e)	Treat all its applicants/members in a fair and transparent manner.
(f)	Promptly inform the Board of violations of the provisions of the Act, the Depositories Act, 1996, rules, regulations, circulars, guidelines or any other directions by any of its issuers or issuer's agent.
(g)	Take a proactive and responsible attitude towards safeguarding the interests of investors, the integrity of depository's systems, and the securities market.
(h)	Endeavor to introduce best business practices amongst itself and its members.
(i)	Act in utmost good faith and avoid conflict of interest in the conduct of its functions.
(j)	Not indulge in unfair competition, which is likely to harm the interests of any other Depository, participants, or investors, or is likely to place them in a disadvantageous position while competing for or executing any assignment.
(k)	Segregate roles and responsibilities of key management personnel within the depository, including: Clearly mapping legal and regulatory duties to the concerned position. Defining delegation of powers to each position. Assigning regulatory, risk management, and compliance aspects to business and support teams.
(l)	Be responsible for the acts or omissions of its employees in respect of the conduct of its business.
(m)	Monitor compliance of the rules and regulations by participants and further ensure that their conduct safeguards the interest of investors and the securities market.

11. Code of Conduct for Participants

Sr. No.	Code of Conduct
1.	A participant shall make all efforts to protect the interests of investors.
2.	A participant shall always Endeavour to: Render the best possible advice to clients, considering the client's needs and the environment, as well as the participant's professional skills. Ensure that all professional dealings are effected in a prompt, effective, and efficient manner. Adequately address inquiries from investors. Ensure grievances of investors are redressed without any delay.
3.	Maintain high standards of integrity in all dealings with clients and intermediaries.
4.	Be prompt and diligent in opening beneficial owner accounts, processing dematerialization and rematerialization requests, and executing debit instruction slips.
5.	Resolve all complaints against the participant within one month of receipt.
6.	Provide advance notice before increasing charges/fees for services rendered.
7.	Refrain from unfair competition that may harm other participants or investors.
8.	Avoid making exaggerated statements about qualifications, services, or achievements.
9.	Maintain client confidentiality and only disclose information with authorization or under legal obligations.
10.	Cooperate with the Board when required.
11.	Maintain required knowledge, competency, and compliance with all regulations.
12.	Ensure that all statements or documents submitted to the Board are accurate and truthful.
13.	Promptly submit books, documents, and reports to the Board or other agencies upon request.
14.	Inform the Board promptly of any legal actions or material breaches of law or regulations.
15.	Maintain proper systems for handling incoming mail in all formats.
16.	Implement a maker-checker system to ensure accuracy and prevent unauthorized transactions.
17.	Ensure continuity in data and record-keeping, with up-to-date backups available for electronic records.
18.	Grant adequate freedom and powers to the compliance officer for effective performance of duties.
19.	Ensure satisfactory internal control procedures and operational capabilities to safeguard against fraud and misconduct.
20.	Hold responsibility for the acts or omissions of its employees and agents in business conduct.
21.	Ensure that senior management has timely access to relevant business information.
22.	Implement good corporate policies and corporate governance practices.

Annexure C

Format for Investor Complaints Data to be displayed by Depository Participants/Trading Member on their respective websites

JUNE 2025

Data for every month ending

SN	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)
						Pending for Less than 3	more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL		NA
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL		NA
3	Depositories	NIL	NIL	NIL	NIL	NIL		NA
4	Exchanges	NIL	NIL	NIL	NIL	NIL		NA
5	Other Sources (if any)	NIL	1	1	NIL	NIL		NA
6	Grand Total	NIL	NIL	NIL	NIL	NIL		NA

Trend of monthly disposal of complaints

	Month	Carried forward from previous month	Received	Resolved *	Pending **
1	2	3	4	5	6
1	APRIL 2022	NIL	2	2	NIL
2	MAY 2022	NIL	1	1	NIL
3	JUNE 2022	NIL	1	1	NIL
4	JULY 2022	NIL	1	1	NIL
5	AUG 2022	NIL	0	0	NIL
6	SEPT 2022	NIL	0	0	NIL
7	OCT 2022	NIL	0	0	NIL
8	NOV 2022	NIL	0	0	NIL
9	DEC 2022	NIL	0	0	NIL
10	JAN 2023	NIL	1	1	NIL
11	FEB 2023	NIL	1	1	NIL
12	MAR 2023	NIL	0	0	NIL
13	APRIL 2023	NIL	0	0	NIL
14	MAY 2023	NIL	0	0	NIL
15	JUNE 2023	NIL	0	0	NIL
16	JULY 2023	NIL	0	0	NIL
17	AUG 2023	NIL	0	0	NIL
18	SEPT 2023	NIL	2	2	NIL
19	OCT 2023	NIL	0	0	NIL
20	NOV 2023	NIL	1	1	NIL
21	DEC 2023	NIL	2	2	NIL

22	JAN 2024	NIL	0	0	NIL
23	FEB 2024	NIL	1	0	Under Review SMART ODR
24	MARCH 2024	1	0	1	Un-resolved on SMART ODR Platform
25	APRIL 2024	NIL	0	0	NIL
26	MAY 2024	NIL	2	2	NIL
27	JUNE 2024	NIL	1	1	NIL
28	JULY 2024	NIL	0	0	NIL
29	AUG 2024	NIL	6	1	5
30	SEPT 2024	5	2	7	NIL
31	OCT 2024	NIL	2	2	NIL
32	NOV 2024	NIL	0	0	NIL
33	DEC 2024	NIL	2	2	NIL
34	JAN 2025	NIL	0	0	NIL
35	FEB 2025	NIL	0	0	NIL
36	MAR 2025	NIL	0	0	NIL
37	APR 2025	NIL	1	1	NIL
38	MAY 2025	NIL	0	0	NIL

*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 of time taken to resolve each complaint
inthe current month divided by total number of complaints resolved
in the current month.

Trend of annual disposal of complaints

SN	Year	Carried forward fromthe previous year	Received during the year	Resolved during the year	Pending at theendof the year
1	2017-18	NIL	2	2	NIL
2	2018-19	NIL	2	2	NIL
3	2019-20	NIL	3	3	NIL
4	2020-21	NIL	3	3	NIL
5	2021-22	NIL	2	2	NIL
6	2022-23	NIL	7	7	NIL
7	2023-24	NIL	5	5	NIL
8	2024-25	NIL	15	15	NIL