# INVESTORCHARTER

1. **Vision**

AnnexureA

Towards making Indian Securities Market - Transparent, Efficient, & Investor friendlybyprovidingsafe,reliable,transparentandtrustedrecordkeepingplatformforinvestorstoholdandtransfersecuritiesindematerializedform.

# Mission

* + To hold securities of investors in dematerialised form and facilitateits transfer,whileensuringsafekeepingofsecuritiesandprotectinginterestofinvestors.
	+ To provide timely and accurate information to investors with regard to their holdingandtransfer ofsecurities held bythem.
	+ To provide the highest standards of investor education, investor awareness andtimely services so as to enhance Investor Protection and create awareness aboutInvestorRights.

# Details ofbusinesstransactedbytheDepositoryandDepositoryParticipant(DP)

A Depository is an organization which holds securities of investors in electronic form.Depositories provide services to various market participants - Exchanges, ClearingCorporations, Depository Participants (DPs), Issuers and Investorsin both primaryas well as secondary markets. The depository carries out its activities through itsagents which are known as Depository Participants (DP). Details availableon thelink[<https://nsdl.co.in/dpsch.php>]

# Descriptionofservicesprovidedbythe DepositorythroughDepositoryParticipants(DP) to investors

1. BasicServices

|  |  |  |
| --- | --- | --- |
| **Sr.****no.** | **BriefabouttheActivity/Service** | **Expected Timelines for processing by theDPafterreceiptofproper documents** |
| 1. | Dematerializationofsecurities | 7days |
| 2. | Rematerializationofsecurities | 7days |
| 3. | Mutual Fund Conversion /Destatementization | 5days |

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|  |  |  |
| --- | --- | --- |
| **Sr.****no.** | **BriefabouttheActivity/Service** | **Expected Timelines for processing by theDPafterreceiptofproper documents** |
| 4. | Re-conversion /Restatementisation of Mutualfundunits | 7days |
| 5. | Transmissionofsecurities | 7days |
| 6. | Registeringpledgerequest | 15days |
| 7. | Closureofdemataccount | 30days |
| 8. | SettlementInstruction | Depositories to accept physical DIS for pay-inof securities upto 4 p.m and DIS in electronicform upto 6p.monT+1day |

1. Depositoriesprovidespecialserviceslikepledge,hypothecation,internetbasedservices etc.inadditionto theircoreservicesandtheseinclude

|  |  |  |
| --- | --- | --- |
| **Sr.****no.** | **TypeofActivity/Service** | **BriefabouttheActivity/Service** |
| 1. | ValueAddedServices | Depositories also provide value addedservices such as1. [Basic Services DematAccount(BSDA)](https://wbstcb.com/app/webroot/files/tender_pdf/Basic_Services_Demat_Account%28BSDA%29.pdf)
2. [Transpositioncumdematerialization](https://wbstcb.com/app/webroot/files/tender_pdf/Transposition_cum_dematerialization.pdf)
3. [LinkageswithClearingSystem](https://wbstcb.com/app/webroot/files/tender_pdf/Linkages_with_Clearing_System.pdf)
4. Distributionofcashandnon-cashcorporate benefits (Bonus, Rights, IPOsetc.)
 |
| 2. | Consolidated Account statement(CAS) | CAS is issued 10 days from the end of themonth(ifthereweretransactionsinthepreviousmonth)orhalfyearly(ifnotransactions). |
| 3. | Digitalization of servicesprovidedbythedepositories | Depositories offer below technologysolutionsande-facilities totheirdemataccountholdersthroughDPs: |

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|  |  |  |
| --- | --- | --- |
| **Sr.****no.** | **TypeofActivity/Service** | **BriefabouttheActivity/Service** |
|  |  | 1. [E-accountopening](https://wbstcb.com/app/webroot/files/tender_pdf/E-account_opening.pdf)
2. [Onlineinstructionsforexecution](https://wbstcb.com/app/webroot/files/tender_pdf/Online_instructions_for_execution.pdf)
3. [e-DIS/ DematGateway](https://wbstcb.com/app/webroot/files/tender_pdf/e-DISDemat_Gateway.pdf)
4. [e-CASfacility](https://wbstcb.com/app/webroot/files/tender_pdf/e-CAS_facility.pdf)
5. [Miscellaneous services](https://wbstcb.com/app/webroot/files/tender_pdf/Miscellaneous_services.pdf)
 |

1. **DetailsofGrievanceRedressalMechanism**
2. TheProcessofinvestorgrievanceredressal

|  |  |  |
| --- | --- | --- |
| 1. | Investor Complaint/Grievances | Investor can lodge complaint/ grievance against theDepository/DPinthefollowingways:1. Electronicmode-
	1. SCORES (a web based centralized grievanceredressal system of SEBI)[[https://www.scores.gov.in/scores/Welcome.html](https://www.scores.gov.in/scores/Welcome.html)]
	2. Respective Depository’s web portal dedicatedforthefilingofcompliant[[https://www.epass.nsdl.com/complaints/websitecomplaints.aspx](https://www.epass.nsdl.com/complaints/websitecomplaints.aspx)]
	3. Emails to designated email IDs of Depository[[relations@nsdl.co.in](file://localhost/C%3A/Users/lochans/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Y4BYWVE5/relations%40nsdl.co.in)]

The complaints/ grievances lodged directly with theDepositoryshallberesolvedwithin30days. |
| 2. | InvestorGrievanceRedressal CommitteeofDepository | If no amicable resolution is arrived, then the Investorhas the option to refer the complaint/grievancetothe Grievance Redressal Committee (GRC)of theDepository. Upon receipt of reference, the GRC willendeavortoresolvethecomplaint/grievancebyhearingtheparties,andexaminingthenecessaryinformationand documents. |

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|  |  |  |
| --- | --- | --- |
| 3. | Arbitrationproceedings | TheInvestormayalsoavailthearbitrationmechanismsetoutintheByelawsandBusinessRules/OperatingInstructionsoftheDepositoryinrelationtoanygrievance,ordisputerelatingtodepository services. The arbitrationreference shallbe concluded by way of issue of an arbitral awardwithin4monthsfromthedateofappointmentofarbitrator(s). |

1. FortheMulti-levelcomplaintresolutionmechanismavailableattheDepositories9

***[linktobeprovidedbytheParticipants]***

# Guidancepertainingtospecialcircumstancesrelatedtomarketactivities:Termination oftheDepositoryParticipant

|  |  |  |
| --- | --- | --- |
| **Sr.****No.** | **Typeof specialcircumstances** | **TimelinesfortheActivity/Service** |
| **1.** | * Depositoriestoterminatetheparticipation incase a participantnolongermeetstheeligibilitycriteriaand/oranyothergroundsasmentionedinthebyelawslikesuspension of trading member by theStockExchanges.
* Participant surrenders the participationbyitsownwish.
 | Client will have a right to transfer all itssecurities to any other Participant of itschoicewithoutanychargesforthetransfer within 30 days from the date ofintimationbywayofletter/email. |

1. [**DosandDon’tsforInvestors**](#_bookmark0)
2. [**Rightsofinvestors**](#_bookmark0)
3. [**ResponsibilitiesofInvestors**](#_bookmark0)

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# AnnexureB

**INFORMATIONCONTAINEDINLINKSTOTHEINVESTORCHARTER**

This documentcontainsthecontentsin mainCharter mapped withthesamesuperscript.

# Para4(2)ofInvestorCharter

Point1:ValueAddedServices

1. Basic Services Demat Account (BSDA)1: The facility of BSDA with limitedservices for eligible individuals was introduced with the objective of achievingwiderfinancialinclusionandtoencourageholdingofdemataccounts.NoAnnual Maintenance Charges (AMC) shall be levied, if the value of securitiesholding is uptoRs. 50,000. For value of holdings between Rs 50,001- 2,00,000,AMC not exceeding Rs 100 is chargeable. In case of debt securities, there areno AMC charges for holding value uptoRs 1,00,000 and a maximum of Rs 100as AMC is chargeable for value of holdings between Rs 1,00,001 and Rs2,00,000.
2. Transpositioncumdematerialization2:Incaseoftransposition-cum-dematerialisation,clientcangetsecuritiesdematerialisedinthesameaccountif the names appearing on the certificates match with the names in which theaccount has been opened but are in a different order. The same may be doneby submitting the security certificates along with the Transposition Form andDematRequestForm.
3. Linkages with Clearing System3 for actual delivery of securities to the clearingsystem from the selling brokers and delivery of securities from the clearingsystem tothebuying broker.

Point3:Digitizationofservicesprovidedbythedepositories

1. E-account opening4: Account opening throughdigitalmode, popularly knownas “On-line Account opening”, wherein investor intending to open the demataccountcanvisitDPwebsite,fillintherequiredinformation,submittherequireddocuments,conductvideoIPVanddemataccountgetsopenedwithout visitingDPs office.
2. Onlineinstructionsforexecution5:internet-enabledserviceslikeSpeed-e(NSDL)&Easiest(CDSL)empowerademataccountholderinmanaginghis/her securities‘anytime-anywhere’ in an efficient and convenientmannerand submit instructions online without the need to use paper. These facilitiesallowsBeneficialOwner(BO)tosubmittransferinstructionsandpledgeinstructionsincludingmarginpledgefromtheirdemataccount.Theinstruction

facilitiesarealsoavailableonmobileapplicationsthroughandroid,windowsandIOSplatforms.

1. e-DIS/DematGateway:6Investorscangiveinstructionsfortransferofsecurities through e-DIS apart from physical DIS.Here, for on-market transferof securities, investors need to provide settlement number along with the ISINand quantity of securities being authorized for transfer. Client shall be requiredto authorize each e-DIS valid for a single settlement number / settlement date,bywayofOTPandPIN/password,bothgeneratedatDepositoriesend.Necessary risk containment measures are being adopted by Depositoriesinthisregard.
2. e-CASfacility7:ConsolidatedAccountStatementsareavailableonlineandcould also be accessed through mobile app to facilitate the investors to view their holdings in demat form.
3. Miscellaneous services8: Transaction alerts through SMS, e-locker facilities, chatbots for instantaneously responding to investor queries etc. have also beendeveloped.

# Para5(2)ofInvestorCharter

ComplaintResolutionprocessatDepositories9

**ComplaintResolutionprocessatDepositories**

No amicableresolution

Complaint lodgedwith DP throughelectronicmodeorphysicalmode

Place beforeGrievanceRedressalCommittee(GRC)

ClientnotsatisfiedwithGRCorder

Clientnotsatisfiedwith Arbitrationaward

-Refer toarbitration

-Arbitration inclientsfavour

-Refer to Appellatearbitration

-awardinclientsfavour

Clientnotsatisfiedwith Appellateaward

U/s 34 beforeCourt



**InvestorHelplineDetailsofDepositories**

# Para7ofInvestor Charter

DosandDon’tsforInvestor10

|  |  |
| --- | --- |
| **Sl****No.** | **Guidance** |
| 1. | AlwaysdealwithaSEBIregisteredDepositoryParticipantforopeningademataccount. |
| 2. | Readallthedocumentscarefullybeforesigningthem. |
| 3. | Before granting Power of attorney to operate yourdemat account to anintermediary like Stock Broker, Portfolio Management Services (PMS) etc.,carefullyexaminethescopeandimplicationsofpowersbeinggranted. |
| 4. | Alwaysmakepaymentstoregisteredintermediaryusingbankingchannels.Nopaymentshouldbemadeinnameofemployeeofintermediary. |
| 5. | Accept theDelivery Instruction Slip (DIS) book fromyour DP only (pre-printed with a serial number along with your Client ID) and keep it in safecustodyanddonotsignor issueblankorpartiallyfilledDISslips.Always mention the details like ISIN,number of securities accurately. Incase of any queries, please contact your DP or broker and it should besigned byalldemataccountholders.Strikeout any blankspace on the slip and Cancellationsor correctionsontheDISshouldbeinitialedorsignedbyalltheaccountholder(s).Donotleaveyourinstructionslipbookwithanyoneelse.Donotsign blankDISasitisequivalenttoabearercheque. |
| 6. | InformanychangeinyourPersonalInformation(forexampleaddressorBankAccountdetails,emailID,Mobilenumber)linkedtoyour demataccountintheprescribedformatandobtainconfirmationofupdationinsystem |
| 7. | MentionyourMobileNumberandemailIDinaccountopeningformtoreceiveSMSalertsandregularupdatesdirectlyfromdepository. |
| 8. | AlwaysensurethatthemobilenumberandemailIDlinkedtoyourdemataccountarethesameasprovidedatthetimeof accountopening/updation. |
| 9. | Donotsharepasswordofyouronlinetradinganddemataccountwithanyone. |

|  |  |
| --- | --- |
| **Sl****No.** | **Guidance** |
| 10 | DonotshareOneTimePassword(OTP)receivedfrombanks,brokers,etc.Thesearemeanttobeusedbyyouonly. |
| 11 | Donotsharelogincredentialsofe-facilitiesprovidedbythedepositoriessuchase-DIS/dematgateway,SPEED-e/easiestetc.withanyoneelse. |
| 12 | DematismandatoryforanytransferofsecuritiesofListedpubliclimitedcompanieswithfewexceptions. |
| 13 | Ifyouhaveanygrievanceinrespectofyourdemataccount,pleasewritetodesignatedemailIDsofdepositoriesoryoumay lodgethesamewithSEBIonlineat<https://scores.gov.in/scores/Welcome.html> |
| 14 | Keeparecordofdocumentssigned,DISissuedandaccountstatementsreceived. |
| 15 | As Investors you are required to verify the transaction statement carefully forall debits and credits in your account. In case of any unauthorized debit orcredit, informtheDPoryourrespectiveDepository. |
| 16 | Appointanomineetofacilitateyourheirsinobtainingthesecuritiesinyourdemataccount,oncompletionofthenecessaryprocedures. |
| 17 | RegisterforDepository'sinternetbasedfacilityordownloadmobileappofthedepositorytomonitor yourholdings. |
| 18 | Ensurethat,both,yourholdingandtransactionstatementsarereceivedperiodicallyasinstructedtoyourDP.Youareentitledtoreceiveatransactionstatementeverymonthifyouhaveanytransactions. |
| 19 | Do not follow herd mentality for investments. Seek expert and professionaladvicefor your investments |
| 20 | Bewareofassured/fixedreturns. |

# Para8ofInvestor Charter

Rightsofinvestors11

* ReceiveacopyofKYC,copyofaccountopeningdocuments.
* Nominimumbalanceisrequiredtobemaintainedinademataccount.
* Nochargesarepayableforopeningofdemataccounts.
* If executed, receive a copy of Power of Attorney. However, Power of Attorney isnotamandatoryrequirementasperSEBI/StockExchanges.Youhavetherightto revokeanyauthorization givenatanytime.
* You can open more than one demat account in the same name with single DP/multipleDPs.
* Receivestatementofaccountsperiodically.Incaseofanydiscrepanciesinstatements, take up the same with the DP immediately. If the DP does notrespond,takeupthematter withthe Depositories.
* Pledge and /or any other interest or encumbrance can be created on dematholdings.
* Right to give standing instructions with regard to the crediting of securities indemataccount.
* Investorcanexerciseitsrighttofreeze/defreezehis/herdemataccountorspecific securities / specific quantity of securities in the account, maintained withthe DP.
* Incaseofanygrievances,InvestorhasrighttoapproachParticipantorDepositoryorSEBIforgettingthesameresolvedwithinprescribedtimelines.
* Everyeligibleinvestorshareholderhasarighttocastitsvoteonvariousresolutions proposed by the companies for which Depositories havedevelopedan internetbased ‘e-Voting’ platform.
* Receive information about charges and fees.Any charges/tariff agreed uponshall not increase unless a notice in writing of not less than thirty days is given totheInvestor.

# Para9ofInvestor Charter

Responsibilitiesof Investors12

* Deal with a SEBI registered DP for opening demat account, KYC and Depositoryactivities.
* Provide complete documents for account opening and KYC (Know Your Client).FillalltherequireddetailsinAccountOpeningForm/KYCforminownhandwritingand cancelouttheblanks.
* Read all documents and conditions being agreed before signing the accountopeningform.
* Accept the Delivery Instruction Slip (DIS) book from DP only (preprinted with aserial number along with client ID) and keep it in safe custody and do not sign orissue blankorpartiallyfilledDIS.
* AlwaysmentionthedetailslikeISIN,numberofsecuritiesaccurately.
* Inform anychange in information linked to demataccount and obtainconfirmationofupdation in the system.
* Regularlyverifybalancesanddematstatementandreconcilewithtrades/transactions.
* Appointnominee(s)tofacilitateheirsinobtainingthesecuritiesintheirdemataccount.
* Donotfallpreytofraudsterssending emailsandSMSsluring totradeinstocks/securitiespromisinghuge profits.

# AnnexureC

**Format for Investor Complaints Data to be displayed by DepositoryParticipantson theirrespectivewebsites**

# Data for the month of February -2024

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SN** | **Receivedfrom** | **Carriedforwardfrompreviousmonth** | **Receivedduringthemonth** | **TotalPending** | **Resolved\*** | **Pendingattheendofthemonth\*\*** | **AverageResolutiontime^****(indays)** |
|  |  |  |  |  |  | **Pendingforlessthan3months** | **Pendingformorethan 3****months** |  |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
| 1 | Directly fromInvestors | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI(SCORES) | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Depositories | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | OtherSources (ifany) | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | **GrandTotal** | 0 | 0 | 0 | 0 | 0 | 0 |

**Trend of monthlydisposalofcomplaints**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SN** | **Month** | **Carried forward****from previousmonth** | **Received** | **Resolved\*** | **Pending\*\*** |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | April-2022 | N.A | N.A | N.A | N.A |
| 2 | May-2022 | 0 | 1 | 1 | 0 |
| 3 | June-YYYY | 0 | 0 | 0 | 0 |
| 4 | August-YYYY | 0 | 0 | 0 | 0 |
| 5 | August-2022 | 0 | 0 | 0 | 0 |
| 6 | September2022 | 0 | 0 | 0 | 0 |
| 7 | October2022 | 0 | 0 | 0 | 0 |
| 8 | November2022 | 0 | 0 | 0 | 0 |
| 9 | December2022 | 0 | 0 | 0 | 0 |
| 10 | January2023 | 0 | 0 | 0 | 0 |
| 11 | February2023 | 0 | 0 | 0 | 0 |
| 12 | May2023 | 0 | 0 | 0 | 0 |
| 13 | June2023 | 0 | 0 | 0 | 0 |
| 14 | July2023 | 0 | 0 | 0 | 0 |
| 15 | August2023 | 0 | 0 | 0 | 0 |
| 16 | September 2023 | 0 | 0 | 0 | 0 |
| 17 | October-2023 | 0 | 0 | 0 | 0 |
| 18 | November 2023 | 0 | 0 | 0 | 0 |
| 19 | December 2023 | 0 | 0 | 0 | 0 |
| 20 | January 2024 | 0 | 0 | 0 | 0 |
| 21 | February 2024 | 0 | 0 | 0 | 0 |
| 22 | March 2024  | 0 | 1 | 1 | 0 |

\*Shouldincludecomplaintsofpreviousmonthsresolvedinthecurrentmonth,ifany.

\*\*Shouldincludetotalcomplaintspendingasonthelastdayofthemonth,ifany.

^Average resolution time is the sum total of time taken to resolve each complaintin the current month divided by total number of complaints resolved in the currentmonth.

# Trendofannualdisposalofcomplaints

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SN** | **Year** | **Carriedforward****from previousyear** | **Received****during theyear** | **Resolved****during theyear** | **Pending at****the end of theyear** |
| 1 | 2017-18 | NotApplicable | NotApplicable | NotApplicable | NotApplicable |
| 2 | 2018-19 | NotApplicable | NotApplicable | NotApplicable | NotApplicable |
| 3 | 2019-20 | NotApplicable | NotApplicable | NotApplicable | NotApplicable |
| 4 | 2020-21 | NotApplicable | NotApplicable | NotApplicable | NotApplicable |
| 5 | 2021-22 | 0 | 0 | 0 | 0 |
| 6 | 2022-23 | 0 | 0 | 0 | 0 |
| 7 | 2023-24 | 0 | 0 | 0 | 0 |
|  | **GrandTotal** |  |  |  |  |