Investor Charter - Depository Participant

**Annexure A**

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.

1. **Mission**

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To hold securities of investors in dematerialised form and facilitate its transfer, while ensuring safekeeping of securities and protecting interest of investors.

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To provide timely and accurate information to investors with regard to their holding and transfer of securities held by them.

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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.

1. **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 [https://nsdl.co.in/dpsch.php]

1. **Description of services provided by the Depository through Depository Participants (DP) to investors**
   1. Basic Services

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| **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 |

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| **Sr.**  **no.** | **Brief about the Activity / Service** | **Expected Timelines for processing by the DP after receipt of proper documents** |
| 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 | Depositories to accept physical DIS for pay-in of securities upto 4 p.m and DIS in electronic form upto 6 p.m on T+1 day |

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

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| **Sr.**  **no.** | **Type of Activity /Service** | **Brief about the Activity / Service** |
| 1. | Value Added Services | Depositories also provide value added services such as   1. Basic Services Demat Account(BSDA) 2. Transposition cum dematerialization 3. Linkages with Clearing System 4. Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs 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 below technology  solutions and e-facilities to their demat account holders through DPs: |

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| **Sr.**  **no.** | **Type of Activity /Service** | **Brief about the Activity / Service** |
|  |  | 1. E-account opening 2. Online instructions for execution 3. e-DIS / Demat Gateway 4. e-CAS facility 5. Miscellaneous services |

1. **Details of Grievance Redressal Mechanism**
   1. The Process of investor grievance redressal

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| 1. | Investor Complaint/ Grievances | Investor can lodge complaint/ grievance against the Depository/DP in the following ways:   1. Electronic mode -    1. SCORES 2.0 (a web based centralized grievance redressal system of SEBI) [https://[www.scores.gov.in/scores/Welcome.h](http://www.scores.gov.in/scores/Welcome.h) tml]    2. Respective Depository’s web portal dedicated for the filing of compliant [https://[www.epass.nsdl.com/complaints/webs](http://www.epass.nsdl.com/complaints/webs) itecomplaints.aspx]    3. Emails to designated email IDs of Depository [[relations@nsdl.co.in](mailto:relations@nsdl.co.in)]   The complaints/ grievances lodged directly with the Depository shall be resolved within 30 days. |
| 2. | Investor Grievance Redressal Committee of Depository | If no amicable resolution is arrived, then the Investor has the option to 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, and examining the necessary information and documents. |



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| 3. | Steps to be followed in ODR for Review,  Conciliation and  Arbitration |  Investor to approach Market Participant for  redressal of complaint   If investor is not satisfied with response of  Market Participant, he/she can escalate the  complaint on SEBI SCORES portal.   Alternatively, the investor may also file a  complaint on SMARTODR portal for its  resolution through online conciliation and  arbitration.   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.   If the matter could not be amicably resolved,  then the Investor may request the MII to refer  the matter case for conciliation.   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.   If the conciliation is unsuccessful, then the  investor may request to refer the matter for  arbitration.   The arbitration process to be concluded by  arbitrator(s) within 30 days, which is  extendable by 30 days. |
| 4. | Online Dispute  Resolution (ODR) | If the Investor is not satisfied with the resolution  provided by DP or other Market Participants, thenthe Investor has the option to file the complaint/  grievance on SMARTODR platform for its  resolution through by online conciliation or  arbitration. |

* 1. For the Multi-level complaint resolution mechanism available at the Depositories9

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

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| **Sr.**  **No.** | **Type of special circumstances** | **Timelines for the Activity/ Service** |
| **1.** | 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. | 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. |
|  | Participant surrenders the participation by its own wish. |  |

1. **Dos and Don’ts for Investors**
2. **Rights of investors**
3. **Responsibilities of Investors**