

## **Investor Charter of Depositories/ and Depository Participant (DP)**

### **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 dematerialised 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 in the link <https://nsdl.co.in/dpsch.php>

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

#### **(1) Basic Services**

<b>Sr. No.</b>	<b>Brief about the Activity / Service</b>	<b>Expected Timelines for processing by the DP after receipt of proper documents</b>
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	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

(2) Depositories provide special services like pledge, hypothecation, 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 <ol style="list-style-type: none"> <li>a. Basic Services Demat Account (BSDA)</li> <li>b. Transposition cum dematerialization</li> <li>c. Linkages with Clearing System</li> <li>d. Distribution of cash and non-cash corporate benefits.</li> </ol>
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: <ol style="list-style-type: none"> <li>a. E-account opening</li> <li>b. Online instructions for execution</li> <li>c. e-DIS / Demat Gateway</li> <li>d. e-CAS facility</li> <li>e. Miscellaneous services</li> </ol>

## 5. Details of Grievance Redressal Mechanism

(1) The Process of investor grievance redressal

Investor 1 Complaint/ Grievances	<p>Investor can lodge complaint/ grievance against the Depository/DP in the following ways:</p> <ol style="list-style-type: none"> <li>a. Electronic mode -               <ol style="list-style-type: none"> <li>i. SCORES (a web based centralized grievance redressal system of SEBI) <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a></li> <li>ii. Respective Depository/DPs's web portal dedicated for the filing of complaint <a href="https://www.epass.nsdl.com/complaints/websitecomplaints.aspx">[https://www.epass.nsdl.com/complaints/websitecomplaints.aspx]</a> <a href="https://spgrs.ucoonline.bank.in">UCO Bank – https://spgrs.ucoonline.bank.in</a></li> <li>iii. Emails to designated email IDs of Depository <a href="mailto:relations@nsdl.com">relations@nsdl.com</a>  UCO Bank – <a href="mailto:dpcell@uco.bank.in">dpcell@uco.bank.in</a> / <a href="mailto:ucoetrade@uco.bank.in">ucoetrade@uco.bank.in</a></li> </ol> </li> </ol> <p>The complaints/ grievances lodged directly with the Depository shall be resolved within 30 days.</p>
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Investor Grievance 2 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.
3 Arbitration proceedings	The Investor may also avail the arbitration mechanism set out in the Byelaws and Business Rules/Operating Instructions of the Depository in relation to any grievance, or dispute relating to depository services. 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).

(2) For the Multi-level complaint resolution mechanism available at the Depositories

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

Sr. No.	Type of special circumstances	Timelines for the Activity/ Service
1	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Participant surrenders the participation by its own wish.</li> </ul>	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.

## 7. Dos and Don'ts for Investors

SI No.	Guidance
1	Always deal with a SEBI registered Depository Participant for opening a demat account.
2	Read all the documents carefully before signing them.
3	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.
4	Always make payments to registered intermediary using banking channels. No payment should be made in name of employee of intermediary.
5	<p>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 and do not sign or issue blank or partially filled DIS slips.</p> <p>Always mention the details like ISIN, number of securities accurately. In case of any queries, please contact your DP or broker and it should be signed by all demat account holders.</p> <p>Strike out any blank space on the slip and Cancellations or corrections on the DIS should be initialed or signed by all the account holder(s).</p> <p>Do not leave your instruction slip book with anyone else.</p> <p>Do not sign blank DIS as it is equivalent to a bearer cheque.</p>
6	Inform any change in your Personal Information (for example address or Bank Account details, email ID, Mobile number) linked to your demat account in the prescribed format and obtain confirmation of updation in system
7	Mention your Mobile Number and email ID in account opening form to receive SMS alerts and regular updates directly from depository.
8	Always ensure that the mobile number and email ID linked to your demat account are the same as provided at the time of account opening/updation.
9	Do not share password of your online trading and demat account with anyone.
10	Do not share One Time Password (OTP) received from banks, brokers, etc. These are meant to be used by you only.
11	Do not share login credentials of e-facilities provided by the depositories such as e-DIS/demat gateway, SPEED-e/easiest etc. with anyone else.
12	Demat is mandatory for any transfer of securities of Listed public limited companies with few exceptions.

Sl No.	Guidance
13	If you have any grievance in respect of your demat account, please write to designated email IDs of depositories or you may lodge the same with SEBI online at <a href="https://scores.gov.in/scores/Welcome.html">https://scores.gov.in/scores/Welcome.html</a>
14	Keep a record of documents signed, DIS issued and account statements received.
15	As Investors you are required to verify the transaction statement carefully for all debits and credits in your account. In case of any unauthorized debit or credit, inform the DP or your respective Depository.
16	Appoint a nominee to facilitate your heirs in obtaining the securities in your demat account, on completion of the necessary procedures.
17	Register for Depository's internet based facility or download mobile app of the depository to monitor your holdings.
18	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 any transactions.
19	Do not follow herd mentality for investments. Seek expert and professional advice for your investments.
20	Beware of assured/fixed returns.

## 8. Rights of investors

- Receive a copy of KYC, copy of account opening documents.
- No minimum balance is required to be maintained in a demat account.
- No charges are payable for opening of demat accounts.
- If executed, receive a copy of Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. You have the right to revoke any authorization given at any time.
- You can open more than one demat account in the same name with single DP/ multiple DPs.
- Receive statement of accounts periodically. In case of any discrepancies in statements, take up the same with the DP immediately. If the DP does not respond, take up the matter with the Depositories.
- Pledge and /or any other interest or encumbrance can be created on demat holdings.
- Right to give standing instructions with regard to the crediting of securities in demat account.
- Investor can exercise its right to freeze/defreeze his/her demat account or specific securities / specific quantity of securities in the account, maintained with the DP.

- In case of any grievances, Investor has right to approach Participant or Depository or SEBI for getting the same resolved within prescribed timelines.
- Every eligible investor shareholder has a right to cast its vote on various resolutions proposed by the companies for which Depositories have developed an internet based 'e-Voting' platform.
- Receive information about charges and fees. Any charges/tariff agreed upon shall not increase unless a notice in writing of not less than thirty days is given to the Investor.

## **9. Responsibilities of Investors**

- Deal with a SEBI registered DP for opening demat account, KYC and Depository activities.
- Provide complete documents for account opening and KYC (Know Your Client). Fill all the required details in Account Opening Form / KYC form in own handwriting and cancel out the blanks.
- Read all documents and conditions being agreed before signing the account opening form.
- Accept the Delivery Instruction Slip (DIS) book from DP only (preprinted with a serial number along with client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS.
- Always mention the details like ISIN, number of securities accurately.
- Inform any change in information linked to demat account and obtain confirmation of updation in the system.
- Regularly verify balances and demat statement and reconcile with trades / transactions.
- Appoint nominee(s) to facilitate heirs in obtaining the securities in their demat account.
- Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks / securities promising huge profits.

## 10. IPF Policy

Procedure on processing of investor claims for dissemination on NSDL website

SL NO.	ACTION	PROCESS TO BE FOLLOWED	MAXIMUM TIMELINE
1	Submission of claim by the demat account holder with DP, with whom the demat account is held	<p>The demat account holder shall submit the request for claim in writing for loss suffered due to fraud or deficiency in providing depository related services by the DP explaining the incident and provide the reason for claim.</p> <p>The following supporting documents should be submitted by demat account holder to DP:</p> <ol style="list-style-type: none"><li>1. Incident Note describing the incident</li><li>2. Statement of Claim</li><li>3. Details of estimated loss</li><li>4. FIR copy, (needed in case of crimes such as frauds, infidelity of employees etc.)</li><li>5. Contact details of the person at DP in context of the insurance claims.</li></ol>	T+30 days <i>(T - means date of discovery of incident resulting into loss).</i>
2	Verification of documents received from demat account holder by DP	The DP will review and analyse the claim to understand the loss and assess its admissibility.	T+30 days
3	Submission of claim and supporting documents received from demat account holder to NSDL	If the DP, after verification of claim and supporting documents received from the demat account holder finds the claim as legitimate, then the DP may submit the claim with its recommendation with NSDL for further processing.	T+90 days
4	Scrutiny of claim and supporting documents received by NSDL from DP	<p>NSDL will scrutinize the claim and supporting documents.</p> <p>On receipt of documents from DP, NSDL verifies the required documents as per NSDL Circular, and carries out preliminary analysis of the incident report to understand the loss and assess its admissibility if</p>	T+120 days

SL NO.	ACTION	PROCESS TO BE FOLLOWED	MAXIMUM TIMELINE
		possible.	
5	Deficiency in document / additional documents	In case, any clarification or additional documents are required, NSDL will accordingly inform the DP to provide the same.	T+120 days
6	Process for settlement of claims under beneficial owner insurance policy	After assessment by NSDL, if the claim of demat account holder is found legitimate, then NSDL will further submit the claim with the insurance company for further processing settlement of claim from the Business Risk insurance policy. In case, the insurance company requires clarification or further documents, then NSDL will inform the same to the DP. The insurance company, after processing the claim and if satisfied, may settle the claim by releasing payment to NSDL.	T+150 days
7	Intimation of process / rejection of claim	In the event the insurance company refuses to settle the claim (" <b>Unsettled Claim</b> "), then such Unsettled Claim (upto a maximum limit of Rs. 10 lacs) can be settled under the NSDL IPF Trust provided that such claim is legitimate. If the claim is rejected by the insurance company, then NSDL will inform the DP accordingly.	T+180 days

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