

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 <https://www.cdslindia.com/DP/dplist.aspx>

4. Description of services provided by the Depository through Depository Participants (DPs) 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	7days
2.	Rematerialization of securities	7days
3.	Mutual Fund Conversion /Destatementization	5days

Sr. no.	Brief about the Activity/Service	Expected Timelines for processing by the DP after receipt of proper documents
4.	Re-conversion / RestatementisationofMutual fundunits	7days
5.	Transmissionofsecurities	7days
6.	Registeringpledgerequest	15days
7.	Closureofdemataccount	30days
8.	SettlementInstruction	Depositories to accept physical DIS for pay-in of securities up to 6 p.m. and DIS in electronic form upto 6 p.m. on T day

(2) Depositories provides 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	<p>Depositories also provide Value added services such as</p> <p>a. Basic Services Demat Account (BSDA)</p> <ul style="list-style-type: none"> The facility of BSDA with limited services for eligible individuals was introduced with the objective of achieving wider financial inclusion and to encourage holding of demat accounts. No Annual Maintenance Charges (AMC) shall be levied, if the value of securities holding is upto Rs. 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 are no AMC charges for holding value upto Rs 1,00,000 and a maximum of Rs 100 as AMC is chargeable for value of holdings between Rs Rs 1,00,001 and Rs 2,00,000. <p>b. Transposition-cum-dematerialization</p> <ul style="list-style-type: none"> In case of transposition-cum-dematerialisation, client can get securities dematerialised in the same account if the names appearing on the certificates match with the names in which the

		<p>account has been opened but are in a different order. The same may be done by submitting the security certificates along with the Transposition Form and Demat Request Form.3</p> <p>c. Linkages with Clearing System</p> <ul style="list-style-type: none"> • Linkages with Clearing System for actual delivery of securities to the clearing system from the selling brokers and delivery of securities from the clearing system to the buying broker. <p>d. Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs etc.), stock lending, demat of NSC/KVP demat of warehouse receipts etc.</p>
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:

Sr. no.	Type of Activity/Service	Brief about the Activity/Service
		<p>a. <u>E-account opening</u>: Details available onthelink</p> <ul style="list-style-type: none"> • Account opening through digital mode, popularly known as “On-line Account opening”, wherein investor intending to open the demat account can visit DP website, fill in the required information, submit the required documents, conduct video IPV and demat account gets opened without visiting DPs office. • <u>Online instructions for execution</u>: Online instructions for execution internet-enabled services like Speed-e (NSDL) & Easiest (CDSL) empower a demat account holder in managing his/her securities ‘anytime-anywhere’ in an efficient and convenient manner and submit instructions online without the need to use paper. These facilities allows Beneficial Owner (BO) to submit transfer instructions and pledge instructions including margin pledge from their demat account. The instruction facilities are also available on mobile applications through android, windows and IOS platforms. <p>c.<u>eDIS/Demat Gateway</u>: Details available on the link</p> <ul style="list-style-type: none"> • Investors can give instructions for transfer of securities through e-DIS apart from physical DIS. Here, for on-market transfer of securities, investors need to provide settlement number along with the ISIN and quantity of securities being authorized for transfer. Client shall be required to authorize each e-DIS valid for a single settlement number / settlement date, by way of OTP and PIN/password, both generated at Depositories end. Necessary risk containment measures are being adopted by Depositories in this regard. <p>d. <u>e-CASfacility</u>: Consolidated Account Statements are available online and could also be accessed through mobile app to facilitate the investors to view their holdings in demat form.</p>

		<p>e. <u>Miscellaneous services:</u></p> <p>Transaction alerts through SMS, e-locker facilities, chatbots for instantaneously responding to investor queries etc. have also been developed.</p>
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4. Details of Grievance Redressal Mechanism

(1) The Process of investor grievance redressal

1.	Investor Complaint/ Grievances	<p>Investor can lodge complaint/grievance against the Depository/DP in the following ways:</p> <p>a. Electronic mode-</p> <p>(i) SCORES (a web based centralized grievance redressal system of SEBI) https://scores.gov.in/scores/Welcome.html</p> <p>(ii) Respective Depository's web portal dedicated for the filing of complaint https://www.cdslindia.com/Footer/grievance.s.aspx</p> <p>(iii) Emails to designated email IDs of Depository [complaints@cdslindia.com]</p> <p>b. Offline mode https://www.rikhav.net/download.html</p> <p>The complaints/grievances lodged directly with the Depository shall be resolved within 30 days.</p>
2.	Investor Grievance Redressal Committee of Depository	<p>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</p>

		Hearing the parties and examining the necessary Information and documents.
3.	Arbitration proceedings	<p>The Investor may also avail the arbitration mechanisms 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).</p>

(2) For the Multi-level complaint resolution mechanism available at the Depositories please refer below :

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

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

6. Dos and Don'ts for Investors

For Do's and Don'ts please refer to the link <https://www.rikhav.net/download.html>

7. Rights of investors

For rights, please refer to the link <https://www.rikhav.net/download.html>

8. 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