

INVESTOR CHARTER FOR DEPOSITORY PARTICIPANTS

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.

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.

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/eservices/DP/DPlist>].

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	Dematerialization 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
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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 a. Basic Services Demat Account(BSDA) b. Transposition cum dematerialization c. Linkages with Clearing System d. 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 below technology solutions and e-facilities to their demat account holders through DPs: a. E-account opening. b. Online instructions for execution. c. e-DIS / Demat Gateway. d. e-CAS facility. e. Miscellaneous services.

Details of Grievance Redressal Mechanism

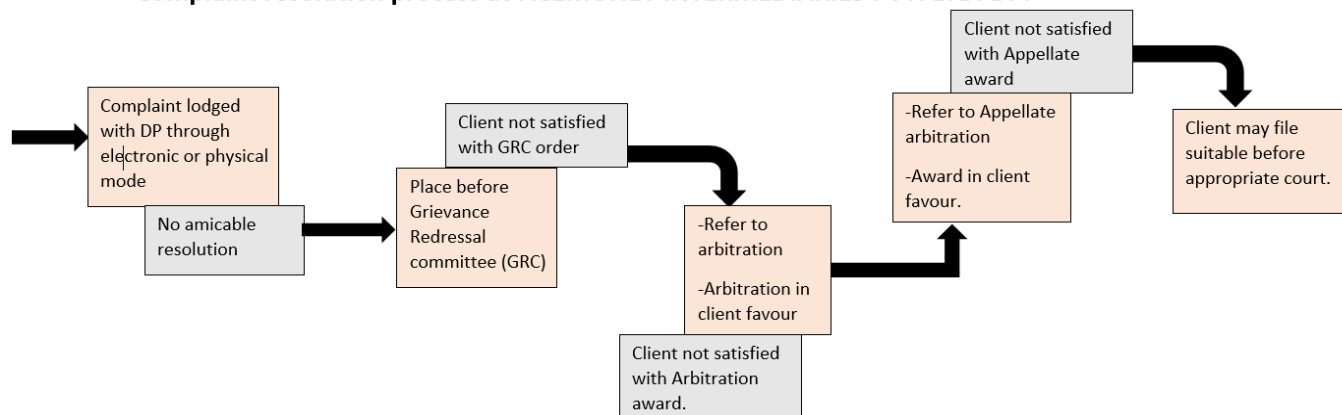
The Process of investor grievance redressal

1	Investor Complaint/ Grievances	Investor can lodge complaint/ grievance against the Depository/DP in the following ways: a. Electronic mode - (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:
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		- First review done by Designated Body - Second review done by SEBI (ii) Respective Depository's web portal dedicated for the filing of complaint :- [https://www.cdslindia.com/eservices/footer/grievances] (iii) Emails to designated email IDs of Depository:- [complaints@cdslindia.com] b. Offline mode :-The complaints/ grievances lodged directly with the Depository shall be resolved within 21 days.
2	Online Dispute Resolution (ODR)	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. [https://smartodr.in/login]
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.[https://scores.sebi.gov.in/] • Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration. [https://smartodr.in/login] • Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavor 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.

For the Multi-level complaint resolution mechanism available at the Depository Participant:

Complaint resolution process at ACEMONEY INTERMEDIARIES PVT. LTD. DP:



DP Mail: dp@acemoneyindia.com
 Depository : CDSL
 Depository mail : helpdesk@cdslindia.com
 DP ID: 12033400

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	♣ 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/em

Dos and Don'ts for Investors:

- Always deal with a SEBI registered Depository Participant for opening a demat account.
- Read all the documents carefully before signing them.
- 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.
- Always make payments to registered intermediary using banking channels. No payment should be

made in name of employee of intermediary.

- Accept the Delivery Instruction Slip (DIS) book from 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.
- 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).
- Do not leave your instruction slip book with anyone else.
- Do not sign blank DIS as it is equivalent to a bearer cheque.
- 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.
- Mention your Mobile Number and email ID in account opening form to receive SMS alerts and regular updates directly from depository.
- 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.
- Do not share password / OTP of your demat account with anyone.
- 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.
- 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 <https://scores.sebi.gov.in/>
- Demat is mandatory for any transfer of securities of Listed public limited companies with few exceptions.
- 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.
- Keep a record of documents signed, DIS issued and account statements received.
- Appoint a nominee to facilitate your heirs in obtaining the securities in your demat account, on completion of the necessary procedures.
- Do not follow herd mentality for investments. Seek expert and professional advice for your investments
- Register for Depository's internet based facility or download mobile app of the depository to monitor your holdings.

Rights of investors (<https://investor.sebi.gov.in/Investor-charter.html>)

- 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.
- Right to indemnification for any loss caused due to the negligence of the Depository or the participant.
- Right to opt out of the Depository Participant system in respect of any security

Responsibilities of Investors (<https://investor.sebi.gov.in/Investor-charter.html>)

- a. Deal with a SEBI registered DP for opening demat account, KYC and Depository activities.
- b. 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.
- c. Read all documents and conditions being agreed before signing the account opening form.
- d. 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.
- e. Always mention the details like ISIN, number of securities accurately

- f. Inform any change in information linked to demat account and obtain confirmation of updation in the system.
- g. Regularly verify balances and demat statement and reconcile with trades / transactions.
- h. Appoint nominee(s) to facilitate heirs in obtaining the securities in their demat account.
- i. Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks / securities promising huge profits.

Code of Conduct

Code of Conduct for Depository Participants

A Depository Participants shall:

- 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.
- Adopt appropriate due diligence measures.
- Take effective measures to ensure implementation of proper risk management framework and good governance practices.
- Take appropriate measures towards investor protection and education of investors.
- Treat all its applicants/members in a fair and transparent manner.
- 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 issuer or issuer's agent.
- Take a proactive and responsible attitude towards safeguarding the interests of investors, integrity of depository's systems and the securities market.
- Endeavor for introduction of best business practices amongst itself and its members.
- Act in utmost good faith and shall avoid conflict of interest in the conduct of its functions.

- Not indulge in unfair competition, which is likely to harm the interests of any other Depository, their participants or investors or is likely to place them in a disadvantageous position while competing for or executing any assignment.
- Segregate roles and responsibilities of key management personnel within the depository including
 - a. Clearly mapping legal and regulatory duties to the concerned position
 - b. Defining delegation of powers to each position
 - c. Assigning regulatory, risk management and compliance aspects to business and support teams
- Be responsible for the acts or omissions of its employees in respect of the conduct of its business.
- Monitor the compliance of the rules and regulations by the participants and shall further ensure that their conduct is in a manner that will safeguard the interest of investors and the securities market.

Annexure B – INFORMATION CONTAINED IN LINKS TO THE INVESTOR CHARTER FOR DEPOSITORIES AND DPS

This document contains the contents pertaining to the qualifier:

[<https://www.cdslindia.com/Investors/InvestorCharter.html>]

In the Investor Charter Main document. The same is to be made available by the Depositories on their websites and web-links to the same is to be provided for incorporation in the Investor Charter.

For reasons of convenience, the contents in main Charter and this document have been mapped with the same superscript.

Value Added Service

A. Basic Services Demat Account (BSDA): 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 1,00,001 and Rs 2,00,000.

B. Transposition cum dematerialization: In case of transposition-cum- dematerialization, client can get securities dematerialised in the same account if the names appearing on the certificates match with the names in which the 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.

C. 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.

Digitization of services provided by the depositories

- **E-Account Opening:** 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.
- **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.
- **e-DIS / Demat Gateway:** 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.
- **e-CAS facility:** 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.
- **Miscellaneous services:** Transaction alerts through SMS, e-locker facilities, Chabot’s for instantaneously responding to investor queries etc. have also been developed.