

Circular No.: NSDL/POLICY/2021/0126

December 23, 2021

Subject - Publishing Investor Charter and disclosure of Investor Complaints by Depository Participants on their websites

All Participants are hereby informed that SEBI vide its letter no. SEBI/HO/MIRSD/DOP/OW/P/2021/37347/1 dated December 15, 2021 has issued Investor Charter and disclosure of Investor Complaints by Depository Participants on their websites.

In abovementioned letter SEBI has directed that Participants are advised to bring the Investor Charter for Depositories and Depository Participants (copy placed at Annexure A) along with the information to be provided in the links of the charter (Copy placed at Annexure B), to the notice of their clients (existing as well as new clients) through publishing the Investor Charter on their respective websites, making them available at prominent places in the office, provide a copy of Investor Charter as a part of account opening kit to the clients, through e-mails/ letters etc.

Furthermore, NSDL has uploaded the Investor Charter on the NSDL website. The same is available on link <https://nsdl.co.in> under news section.

Additionally, in order to bring about transparency in the Investor Grievance Redressal Mechanism, it has been decided that all the DPs shall disclose on their respective websites, the data on complaints received against them or against issues dealt by them and redressal thereof, latest by 7th of succeeding month, as per the format enclosed at Annexure 'C'

The provisions of this circular shall come into effect from January 01, 2022.

Participants are requested to take note of the above and ensure compliance.

For and on behalf of

National Securities Depository Limited

**Gayak Jalan
Manager**

FORTHCOMING COMPLIANCE			
Particulars	Deadline	Manner of sending	Reference
Investor Grievance Report (Monthly)	By 10th of the following month.	Through e-PASS	Circular No. NSDL/POLICY/2015/0096 dated October 29, 2015