



CIRCULAR

SEBI/HO/FPIC/P/CIR/2021/691

December 17, 2021

To,

All Custodians  
All Designated Depository Participants (DDPs)

Dear Sir / Madam,

**Subject: Publishing of Investor Charter and Disclosure of Complaints by Custodians and DDPs on their websites**

1. In order to facilitate awareness among investors about the details of activities carried and services provided by Custodians and Designated Depository Participants (DDPs), SEBI after due consultation has developed Investor Charters for Custodians and DDPs which inter-alia deals with services provided to investors with timelines and general guidance for Investors.
2. In this regard, all the registered Custodians and DDPs shall take necessary steps to bring the Investor Charter, as provided in “**Annexure-A**” to this circular, to the notice of their clients and ensure that the Investor Charter is prominently displayed on their respective website for ease of accessibility of investors.
3. Additionally, in order to bring about transparency in the Investor Grievance Redressal Mechanism, it has been decided that all Custodians and DDPs shall disclose on their respective websites, the monthly data on complaints received and redressal thereof, latest by 7<sup>th</sup> of succeeding month, as per the format provided in “**Annexure- B**” to this circular.
4. The provisions of this circular shall come into effect from **January 01, 2022**.



**भारतीयप्रतिभूतिऔरविनिमयबोर्ड**  
**Securities and Exchange Board of India**

5. The Circular is issued in exercise of the powers conferred under Section 11(1) of the Securities and Exchange Board of India Act, 1992, to protect the interest of investors in securities and to promote the development of, and to regulate the securities market.
6. This Circular is available at [www.sebi.gov.in](http://www.sebi.gov.in) under the link "Legal→Circulars".

Yours faithfully,

**Chandrakanta Mitra**  
**Deputy General Manager**  
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