

## INVESTOR CHARTER FOR DEPOSITORY PARTICIPANT

Annexure A

### **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 on 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

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Sr. no.	Brief about the Activity / Service	Expected Timelines for processing by the DP after receipt of proper documents
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-inof 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	<p>Depositories also provide value added services such as</p> <ul style="list-style-type: none"> <li><b>a.</b> Basic Services Demat Account(BSDA)<sup>1</sup> <b>[link to be provided by the Participants]</b></li> <li><b>b.</b> Transposition cum dematerialization<sup>2</sup> <b>[link to be provided by the Participants]</b></li> <li><b>c.</b> Linkages with Clearing System<sup>3</sup> <b>[link to be provided by the Participants]</b></li> <li><b>d.</b> Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs etc.)</li> </ul>
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:

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Sr. no.	Type of Activity /Service	Brief about the Activity / Service
		<p><b>a. E-account opening<sup>4</sup> [link to be provided by the Participants]</b></p> <p><b>b. Online instructions for execution<sup>5</sup> [link to be provided by the Participants]</b></p> <p><b>c. e-DIS / Demat Gateway<sup>6</sup> [link to be provided by the Participants]</b></p> <p><b>d. e-CAS facility<sup>7</sup> [link to be provided by the Participants]</b></p> <p><b>e. Miscellaneous services<sup>8</sup> [link to be provided by the Participants]</b></p>

### 5. 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) [<a href="https://www.scores.gov.in/scores/Welcome.html">https://www.scores.gov.in/scores/Welcome.html</a>]</p> <p>(ii) Respective Depository's web portal dedicated for the filing of complaint [<a href="https://www.epass.nsdl.com/complaints/webcitecomplaints.aspx">https://www.epass.nsdl.com/complaints/webcitecomplaints.aspx</a>]</p> <p>(iii) Emails to designated email IDs of Depository [<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>]</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 hearing the parties, and examining the necessary information and documents.</p>

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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).
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(2) For the Multi-level complaint resolution mechanism available at the Depositories<sup>9</sup>  
***[link to be provided by the Participants]***

### **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.

**INFORMATION CONTAINED IN LINKS TO THE INVESTOR CHARTER**

This document contains the contents in main Charter mapped with the same superscript.

**Para 4 (2) of Investor Charter**Point 1: Value Added Services

- a. Basic Services Demat Account (BSDA)<sup>1</sup>: 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<sup>2</sup>: 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 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<sup>3</sup> 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.

Point 3: Digitization of services provided by the depositories

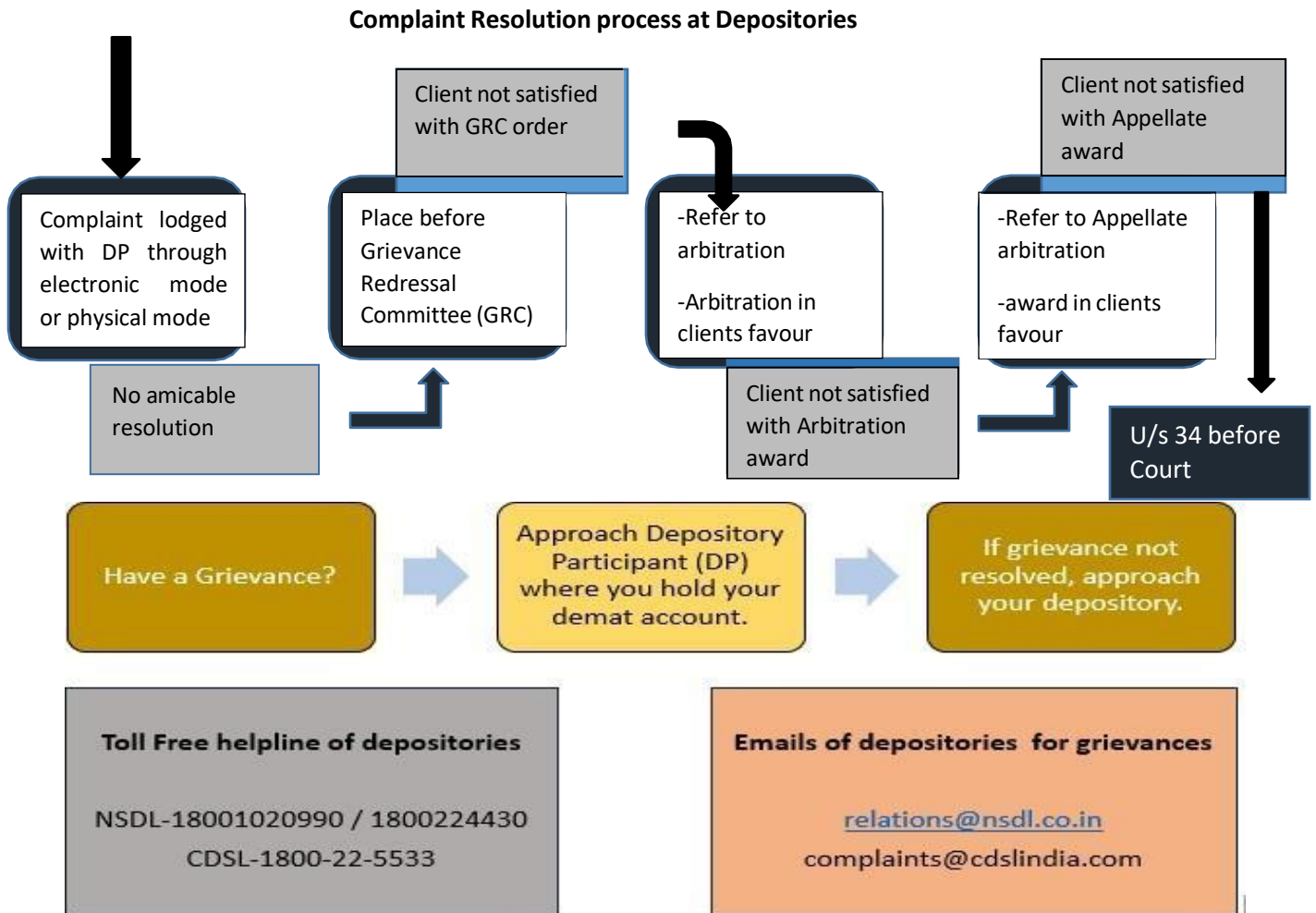
- a. E-account opening<sup>4</sup>: Account opening through digital mode, popularly known as “On-line Account opening”, wherein investor intending to open the demat account can visit DP website, fill in the required information, submit the required documents, conduct video IPV and demat account gets opened without visiting DPs office.
- b. Online instructions for execution<sup>5</sup>: 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.

- c. e-DIS / Demat Gateway:<sup>6</sup> 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.
- d. e-CAS facility:<sup>7</sup> 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.
- e. Miscellaneous services:<sup>8</sup> Transaction alerts through SMS, e-locker facilities, chatbots for instantaneously responding to investor queries etc. have also been developed.

## Para 5(2) of Investor Charter

### Complaint Resolution process at Depositories<sup>9</sup>



Investor Helpline Details of Depositories

## **Para 7 of Investor Charter**

### Dos and Don'ts for Investor<sup>10</sup>

<b>Sl No.</b>	<b>Guidance</b>
1.	Always deal with a SEBI registered Depository Participant for opening 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.	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.  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.  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.
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.



SI No.	Guidance
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.
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.

## **Para 8 of Investor Charter**

### Rights of investors<sup>11</sup>

- 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.

## **Para 9 of Investor Charter**

### **Responsibilities of Investors<sup>12</sup>**

- 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.

## INVESTOR CHARTER FOR STOCK BROKER, PM & RA

### Annexure-A

#### VISION

To follow highest standards of ethics and compliances while facilitating the trading by clients in securities in a fair and transparent manner, so as to contribute in creation of wealth for investors.

#### MISSION

- i) To provide high quality and dependable service through innovation, capacity enhancement and use of technology.
- ii) To establish and maintain a relationship of trust and ethics with the investors.
- iii) To observe highest standard of compliances and transparency.
- iv) To always keep 'protection of investors' interest' as goal while providing service.

#### **Services provided to Investors**

- Execution of trades on behalf of investors.
- Issuance of Contract Notes.
- Issuance of intimations regarding margin due payments.
- Facilitate execution of early pay-in obligation instructions.
- Settlement of client's funds.
- Intimation of securities held in Client Unpaid Securities Account (CUSA) Account.
- Issuance of retention statement of funds.
- Risk management systems to mitigate operational and market risk.
- Facilitate client profile changes in the system as instructed by the client.
- Information sharing with the client w.r.t. exchange circulars.
- Redressal of Investor's grievances.

#### **Rights of Investors**

- **Ask** for and receive information from a firm about the work history and background of the person handling your account, as well as information about the firm itself.
- **Receive** complete information about the risks, obligations, and costs of any investment before investing.
- **Receive** recommendations consistent with your financial needs and investment objectives.
- **Receive** a copy of all completed account forms and agreements.
- **Receive** account statements that are accurate and understandable.
- **Understand** the terms and conditions of transactions you undertake.
- **Access** your funds in a timely manner and receive information about any restrictions or limitations on access.

- **Receive** complete information about maintenance or service charges, transaction or redemption fees, and penalties.
- **Discuss** your grievances with compliance officer of the firm and receive prompt attention to and fair consideration of your concerns.

### Various activities of Stock Brokers with timelines

S.No.	Activities	Expected Timelines
1.	KYC entered into KRA System and CKYCR	10 days of account opening
2.	Client Onboarding	Immediate, but not later than one week
3.	Order execution	Immediate on receipt of order, but not later than the same day
4.	Allocation of Unique Client Code	Before trading
5.	Copy of duly completed Client Registration Documents to clients	7 days from the date of upload of Unique Client Code to the Exchange by the trading member
6.	Issuance of contract notes	24 hours of execution of trades
7.	Collection of upfront margin from client	Before initiation of trade
8.	Issuance of intimations regarding other margin due payments	At the end of the T day
9.	Settlement of client funds	30 days / 90 days for running account settlement (RAS) as per the preference of client. If consent not given for RAS – within 24 hours of pay-out
10.	'Statement of Accounts' for Funds, Securities and Commodities	Weekly basis (Within four trading days of following week)
11.	Issuance of retention statement of funds/commodities	5 days from the date of settlement
12.	Issuance of Annual Global Statement	30 days from the end of the financial year
13.	Investor grievances redressal	30 days from the receipt of the complaint

### DOs and DON'Ts for Investors

DOs	DON'Ts
<ol style="list-style-type: none"> <li>1. Read all documents and conditions being agreed before signing the account opening form.</li> <li>2. Receive a copy of KYC, copy of account opening documents and Unique Client Code.</li> <li>3. Read the product / operational framework / timelines related to various Trading and Clearing &amp; Settlement processes.</li> </ol>	<ol style="list-style-type: none"> <li>1. Do not deal with unregistered stock broker.</li> <li>2. Do not forget to strike off blanks in your account opening and KYC.</li> <li>3. Do not submit an incomplete account opening and KYC form.</li> </ol>

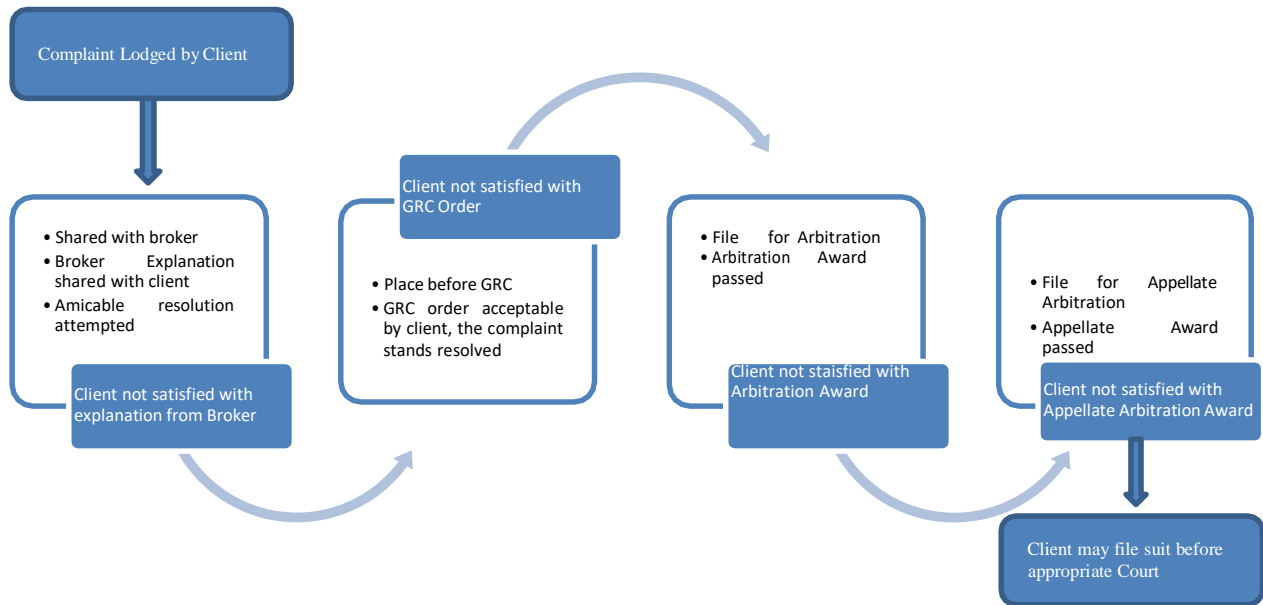
<ol style="list-style-type: none"> <li>4. Receive all information about brokerage, fees and other charges levied.</li> <li>5. Register your mobile number and email ID in your trading, demat and bank accounts to get regular alerts on your transactions.</li> <li>6. If executed, receive a copy of Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. Before granting Power of Attorney, carefully examine the scope and implications of powers being granted.</li> <li>7. Receive contract notes for trades executed, showing transaction price, brokerage, GST and STT etc. as applicable, separately, within 24 hours of execution of trades.</li> <li>8. Receive funds and securities / commodities on time within 24 hours from pay-out.</li> <li>9. Verify details of trades, contract notes and statement of account and approach relevant authority for any discrepancies. Verify trade details on the Exchange websites from the trade verification facility provided by the Exchanges.</li> <li>10. Receive statement of accounts periodically. If opted for running account settlement, account has to be settled by the stock broker as per the option given by the client (30 or 90 days).</li> <li>11. In case of any grievances, approach stock broker or Stock Exchange or SEBI for getting the same resolved within prescribed timelines.</li> </ol>	<ol style="list-style-type: none"> <li>4. Do not forget to inform any change in information linked to trading account and obtain confirmation of updation in the system.</li> <li>5. Do not transfer funds, for the purposes of trading to anyone other than a stock broker. No payment should be made in name of employee of stock broker.</li> <li>6. Do not ignore any emails / SMSs received with regards to trades done, from the Stock Exchange and raise a concern, if discrepancy is observed.</li> <li>7. Do not opt for digital contracts, if not familiar with computers.</li> <li>8. Do not share trading password.</li> <li>9. Do not fall prey to fixed / guaranteed returns schemes.</li> <li>10. Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks / securities promising huge profits.</li> <li>11. Do not follow herd mentality for investments. Seek expert and professional advice for your investments.</li> </ol>
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## Grievance Redressal Mechanism

**Level 1** – Approach the Stock Broker at the designated Investor Grievance e-mail ID of the stock broker. The Stock Broker will strive to redress the grievance immediately, but not later than 30 days of the receipt of the grievance.

**Level 2** – Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange.

Complaints Resolution Process at Stock Exchange explained graphically:



### Timelines for complaint resolution process at Stock Exchanges against stock brokers

S. No.	Type of Activity	Timelines for activity
1.	Receipt of Complaint	Day of complaint (C Day).
2.	Additional information sought from the investor, if any, and provisionally forwarded to stock broker.	C + 7 Working days.
3.	Registration of the complaint and forwarding to the stock broker.	C+8 Working Days i.e. T day.
4.	Amicable Resolution.	T+15 Working Days.
5.	Refer to Grievance Redressal Committee (GRC), in case of no amicable resolution.	T+16 Working Days.
6.	Complete resolution process post GRC.	T + 30 Working Days.
7.	In case where the GRC Member requires additional information, GRC order shall be completed within.	T + 45 Working Days.
8.	Implementation of GRC Order.	On receipt of GRC Order, if the order is in favour of the investor, debit the funds of the stock broker. Order for debit is issued immediately or as per the directions given in GRC order.
9.	In case the stock broker is aggrieved by the GRC order, will provide intention to avail arbitration	Within 7 days from receipt of order

S. No.	Type of Activity	Timelines for activity
10.	If intention from stock broker is received and the GRC order amount is upto Rs.20 lakhs	Investor is eligible for interim relief from Investor Protection Fund (IPF).The interim relief will be 50% of the GRC order amount or Rs.2 lakhs whichever is less. The same shall be provided after obtaining an Undertaking from the investor.
11.	Stock Broker shall file for arbitration	Within 6 months from the date of GRC recommendation
12.	In case the stock broker does not file for arbitration within 6 months	The GRC order amount shall be released to the investor after adjusting the amount released as interim relief, if any.

### **Handling of Investor's claims / complaints in case of default of a Trading Member / Clearing Member (TM/CM)**

#### **Default of TM/CM**

Following steps are carried out by Stock Exchange for benefit of investor, in case stock broker defaults:

- Circular is issued to inform about declaration of Stock Broker as Defaulter.
- Information of defaulter stock broker is disseminated on Stock Exchange website.
- Public Notice is issued informing declaration of a stock broker as defaulter and inviting claims within specified period.
- Intimation to clients of defaulter stock brokers via emails and SMS for facilitating lodging of claims within the specified period.

Following information is available on Stock Exchange website for information of investors:

- Norms for eligibility of claims for compensation from IPF.
- Claim form for lodging claim against defaulter stock broker.
- FAQ on processing of investors' claims against Defaulter stock broker.
- Provision to check online status of client's claim.

**Level 3** – The complaint not redressed at Stock Broker / Stock Exchange level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.gov.in/scores/Welcome.html>



## Annexure B (Stock Broker)

Data for month ending: JUNE 2024

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	02	NIL	02	NIL		NIL
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL		NIL
3	Stock Exchanges	NIL	NIL	NIL	NIL	NIL		NIL
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL		NIL
5	Grand Total	NIL	02	NIL	02	NIL		NIL

## Annexure C (Depository Participant)

### Investor Complaints Data Month Ended JUNE 2024

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL		NIL
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL		NIL
3	Depositories	NIL	01	NIL	01	NIL		NIL
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL		NIL
5	Grand Total	NIL	01	NIL	01	NIL		NIL

## Annexure B (Portfolio Management Services)

Data for month ending: JUNE 2024

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL		NIL
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL		NIL
3	Stock Exchanges	NIL	NIL	NIL	NIL	NIL		NIL
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL		NIL
5	Grand Total	NIL	NIL	NIL	NIL	NIL		NIL

## Annexure B (Research Analyst)

Data for month ending: JUNE 2024

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL		NIL
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL		NIL
3	Stock Exchanges	NIL	NIL	NIL	NIL	NIL		NIL
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL		NIL
5	Grand Total	NIL	NIL	NIL	NIL	NIL		NIL

**EUREKA STOCK & SHARE BROKING SERVICES LIMITED**

**INVESTOR GRIEVANCE REDRESSAL MECHANISM**

## **OBJECTIVE**

This Mechanism has been drafted and framed to provide client satisfaction at topmost level. This Mechanism is in compliance with the Master Direction on Fair Practices Code and the Ombudsman Scheme for Stock Broker issued by SEBI from time to time.

It is our constant endeavour to put Customer's interest first and provide them with best capital market services.

It is essential that the grievances of the Client are given due importance and quick action is taken to resolve the same. To provide efficient and enhanced services to the client. Eureka has a Mechanism in place to address the grievances of its Clients relating to any Business or Service related issues made directly or through the Regulatory Authorities /Other Authorities through arbitration etc.

## **INVESTOR GRIEVANCE REDRESSAL MECHANISM**

The following process and guidelines are laid by Eureka for responsible handling of all the complaints and for ensuring efficient and effective grievance redressal.

Eureka will receive Client Complaint :

- ✓ Directly through Client
- ✓ Through Regulatory Authorities, Advocates, Consumer Forums

Available Modes:

- ✓ Physical Letter
- ✓ Phone Calls
- ✓ E-mails
- ✓ Personal Visit to Head Office or Branch Offices

Any person who has a grievance against the Company on any one or more of the grounds may himself or through his authorised representative, may write to the Compliance Officer specifying the details of your concern, names of the official you were dealing with, and previous communications, if any you made with the concerned official or its team member.

The details of complaint should be registered on the same date of receipt.

- Client complaint received directly in E-mail form at designated email id mentioned above are duly acknowledged by recording the details in our System and the sender is issued an 'interaction ID' as a confirmation of receipt

of his specific complaint which can also be used for all correspondences thereon. This 'interaction ID' is informed to client with a return e-mail to the same email ID from where the complaint is received. The complaint is assigned to the Grievances Department which will resolve the same. The designated official shall ensure that the complaint is recorded in the CCR.

- All the client communication will be done only through appropriate email id for Investor Grievance handling.
- If any client sends a complaint through e-mail to any Employee they will forward such -mail to [grievance@eurekasec.com](mailto:grievance@eurekasec.com) and the interaction ID is issued to the e-mail id of the client, from where the complaint was received.

*In case of any grievance client may reach our  
Customer Care Department at:*

*E-mail: [care@eurekasec.com](mailto:care@eurekasec.com)*

*Phone: 033-66280000 ( Extn: 110/11/112)*

*If the client is not satisfied with the resolution  
provided by the Customer Care Executive the Client  
may approach the Customer Care Head:*

*Mr. Shashibhusan Rao*

*E-mail: [sb.rao@eurekasec.com](mailto:sb.rao@eurekasec.com)*

*Phone: 033-66280000 (Extn: 109)*

*Mobile: 9830600117*

*If the client is still dissatisfied, they may approach the  
Compliance officers for further resolutions.*

*Mrs. Debomita Guha Maity ( Trading)*

*E-mail: [debomita@eurekasec.com](mailto:debomita@eurekasec.com)*

*Phone: 033-66280000(Extn: 131)*

*Mobile: 9836000908*

*Mr. Aklesh Sipany (Depository Participant)*

*E-mail: [aklesh.sipany@eurekasec.com](mailto:aklesh.sipany@eurekasec.com)*

*Phone: 033-66280000(Extn: 154)*

*Mobile: 9836000172*



*If the Compliance Officer fails to resolve the client grievance, they may write to the CEO of the Organization*

*Mr. Rajesh Kumar Somani*

*E-mail: [rjs@eurekasec.com](mailto:rjs@eurekasec.com)*

*Phone: 033-66280000*

*In case of non resolution of grievance from all the ends, the client may write an e-mail to [grievance@eurekasec.com](mailto:grievance@eurekasec.com) stating the details of the grievances and resolutions provided by the previous level.*

*If the investor grievance is not resolved by Stock Broker/Depository Participant  
The investor can approach Exchanges/Depositories through - link*

The Investor can directly lodge the Complaints to SCORES portal if they feel aggrieved by an act of any Capital Market Intermediary through <https://scores.gov.in/scores/Welcome.html>

The client needs to register himself on the SCORES portal using the above link, then he can lodge his complaint.

### **REVIEW/REVISION OF THE MECHANISM**

If at any point a conflict of interpretation / information between the Mechanism and any regulations, rules, guidelines, notification, clarifications, circulars, master circulars/ directions issued by relevant authorities (“Regulatory Provisions”) arises, then interpretation of the Regulatory Provisions shall prevail.

In case of any amendment(s) and/or clarification(s) to the Regulatory Provisions, the Mechanism shall stand amended accordingly from the effective date specified as per the Regulatory Provisions. The Board reserve(s) the right to alter, modify, add, delete or amend any of the provisions of the Mechanism.

**ANNEXURE A**

**ESCALATION MATRIX**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>E-mail id</b>
Customer Care	Surupa Banerjee	1101, Merlin Infinite, DN - 51, 11th Floor, Salt Lake Sector - 5, Kolkata - 700091	033-66280000	care@eurekasec.com
Head of Customer Care	Shashi Bhusan Rao	1101, Merlin Infinite, DN - 51, 11th Floor, Salt lake Sector - 5, Kolkata - 700091	9830600117	sb.rao@eurekasec.com
Compliance Officer	Debomita Guha Maity (Trading)	1101, Merlin Infinite, DN - 51, 11th Floor, Salt lake Sector - 5, Kolkata - 700091	9836000908	debomita@eurekasec.com
	Aklesh Sipany (Depository Participant)		9836000172	aklesh.sipany@eurekasec.com
CEO	Rajesh Kumar Somani	1101, Merlin Infinite, DN - 51, 11th Floor, Salt lake Sector - 5, Kolkata - 700091	03366280000	rjs@eurekasec.com