

Redressal of INVESTOR GRIEVANCE – Obligations by DP

SEBI (D&P) Regulations 1996

Regulation 20.2.(e) –

Participants are given registration certificate subject to the condition that they shall redress the grievances of the investors within 30 days

Regulation 58.3 -

Compliance officers shall be responsible for Redressal of investors grievances

Regulation 20A code of conduct of participants stipulates that Investor grievances are to be redressed without any delay

CDSL Bye Laws

- **Clause 5.2.1.7 Compliance Officer responsible for Redressal of grievances of investors**
- **Clause 5.5.1.1.15 One of the reason for termination of DP can be DP's failure to redress the grievances of investors**

Types of Grievance

- **Account Opening Related**
- **Demat/Remat related**
- **Transaction statement related**
- **Improper service related**
- **Charges related**
- **Delivery Instruction Related (DIS)**
- **Closure**
- **Manipulation/Unauthorized Action**
- **Company/RTA related**
- **Others**

Source of receiving complaint:

- **Email/letter**
- **Website**
- **SEBI/SCORES**

SEBI launched a centralized web based complaints redress system (SCORES). This enables investors to lodge and follow up their complaints and track the status of Redressal of complaints from anywhere.

Measures by DP

- **Board to be displayed at the DP office intimating investors whom to approach in case of any grievances**
- **Investors should be guided to ensure that only demat account related complaints are submitted**
- **Efforts to redress the grievance at the DP end to the investors' satisfaction so that he/she does not take recourse to Depository / SEBI**

Frequently observed complaints:

- **Unauthorised Debits**

Investors should be made aware of POA given by the investors along with scope of POA.

- **Non receipt of transaction statements**

Proof of despatch should be maintained and shown to investors.

- **Unauthorised / excess charges**

There should be transparency in schedule of charges and BO should be made aware of it. Guidelines regarding 30 days notice to be followed for revision

Frequently observed complaints:

- **Delay in demat of securities**

At the time of acceptance itself Bo should be made aware regarding the top 200 non responding companies

- **Non receipt of ECS credits**

BOs may be guided that it is cash corporate action which is not under purview of DP. Ensure that Bank details are properly entered.

Frequently observed complaints:

- **Non modification of master details**

Modification in master details should be carried out promptly and a confirmation to that effect generated from CDAS should be forwarded to BO

- **Delay in closure of account**

If it is due to non payment of charges or any other reason BO should be properly guided

- *For assistance, kindly contact*

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Thank you !

