



Central Depository Services (India) Limited

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COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/EASI/2020/448

October 14, 2020

REMINDER – PROCESSING OF PENDING REQUEST IN EASIEST

DPs are advised to refer CDSL Communique no. CDSL/OPS/DP/EASIE/5254 dated June 15, 2015 wherein we had informed the DPs to authenticate pending 'easiest' registration requests of the clients by using easiest login of the DP.

We are in receipt of feedback from some of the clients through the complaints registered with CDSL and the regulator that some of the DPs are taking significant amount of time to authorize the easiest registration as well as to authorize the transactions entered by the clients who are registered under 'Manual Authentication' mode which results inconvenience and at times financial losses to the clients.

DPs are hereby *once again reminded* to act on the several easiest registrations that are still under pending for authentication by the DPs. It may be reiterated that we are sending email reminders to the DPs on fortnightly basis for authentication of the pending easiest registration request.

Further, DPs are also advised to note that in case of those BOs who are registered under '**Manual Authentication**' mode at the time of easiest registration are instructed to ensure that the transactions including pledge instructions setup by the BO are authenticated well before the cutoff time.

DPs are therefore advised to act on these requests on priority and process the requests and **authenticate the easiest registrations and transactions in timely manner** to avoid inconvenience caused to the BOs, thereby minimizing BOs complaints with regulators.

Queries regarding this communiqué may be addressed to:

CDSL – Helpdesk on (022) 2305-8642, 2305-8663, 2305-8624, 2305-8640 or 2305-8639. Emails may be sent to: helpdesk@cdslindia.com.

CDSL – Operations: on (022) 2305272-8655, 2305-8648, or 2305-8652. Emails may be sent to: easiadmin@cdslindia.com

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