



# Central Depository Services (India) Limited

Convenient ⊕ Dependable ⊕ Secure

## COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

---

CDSL/OPS/DP/POLCY/2021/543

November 30, 2021

### **DISCLOSURE OF COMPLAINTS AGAINST THE STOCK EXCHANGES (EXCLUDING COMMODITY DERIVATIVES EXCHANGES)/DEPOSITORIES/CLEARING CORPORATIONS**

DPs are advised to refer to SEBI Circular no. **SEBI/HO/MRD1/MRD1\_ICC1/P/CIR/2021/664** dated November 23, 2021, regarding **Disclosure of Complaints against the Stock Exchanges (excluding Commodity Derivatives Exchanges)/Depositories/Clearing Corporations [refer Annexure]**.

DPs are advised to take note of the same.

Queries regarding this communiqué may be addressed to **CDSL – Helpdesk**: on telephone numbers (022) 2305-8624, 2305-8639, 2305-8642, 2305-8663, 2305-8640, 2300-2041 or 2300-2033. Emails may be sent to: [helpdesk@cdslindia.com](mailto:helpdesk@cdslindia.com).

sd/-

**Nilesh Shah**  
Asst. Vice President - Operations



CIRCULAR

SEBI/HO/MRD1/MRD1\_ICC1/P/CIR/2021/664

November 23, 2021

To,  
The Managing Directors / Chief Executive Officers  
All Recognized Stock Exchanges (excluding Commodity Derivatives  
Exchanges)/Depositories/Clearing Corporations

Dear Sir / Madam,

**Sub: Disclosure of Complaints against the Stock Exchanges (excluding Commodity Derivatives Exchanges)/Depositories/Clearing Corporations**

1. In order to bring about transparency in the Investor Grievance Redressal Mechanism, it has been decided that all the Stock Exchanges (excluding Commodity Derivatives Exchanges)/Depositories/Clearing Corporations shall disclose on their websites, the data on complaints received against them and redressal thereof, latest by 7<sup>th</sup> of succeeding month, as per the format enclosed at **Annexure - 'A'** to this circular.
2. These disclosure requirements are in addition to those already mandated by SEBI.
3. The provisions of this circular shall come into effect from **January 01, 2022**.
4. The Stock Exchanges (excluding Commodity Derivatives Exchanges)/Depositories/Clearing Corporations are advised to:
  - 4.1. Make necessary amendments to the relevant bye-laws, rules and regulations.
  - 4.2. Communicate to SEBI, the status of the implementation of the provisions of this circular through the Monthly Development Report (MDR).
5. This circular is issued in exercise of the powers conferred under Section 11(1) of the Securities and Exchange Board of India Act 1992 read with Section 10 of the Securities Contracts (Regulation) Act, 1956 to protect the interests of investors in securities and to promote the development of, and to regulate the securities market.
6. This circular is available on SEBI website at [www.sebi.gov.in](http://www.sebi.gov.in).

Yours faithfully,

**Nirdosh Rajan Minz**  
**Deputy General Manager**  
**Market Regulation Department**  
**Email: [nirdoshrm@sebi.gov.in](mailto:nirdoshrm@sebi.gov.in)**

## Annexure - A

**Data of complaints against the Stock Exchanges (excluding Commodity Derivatives Exchanges)/Depositories/Clearing Corporations to be displayed on their websites-**

Format for disclosing data of complaints on their website:

### Data for the month ending

Sr. No.	Received from	Carried forward from previous month	Received during the month	Total Complaints	Resolved during the month*	Pending at the end of the month**		Average Resolution time^
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors							
2	SEBI (SCORES)							
3	Members							
4	Other Sources (if any)							
	<b>Grand Total</b>							

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should include total complaints pending as on the last day of the month, if any.

^ Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

### Month-wise data for the current financial year

Sr. No.	Month	Carried forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1	April				
2	May				
3	June				
4	July				
	<b>Grand Total</b>				

### Year-wise data (for 5 years on rolling basis)

Sr. No.	Year	Carried forward from previous year	Received	Resolved	Pending
1	2	3	4	5	6
1	2020-21				
2	2021-22				
3	2022-23				
4	2023-24				
5	2024-25				
	<b>Grand Total</b>				