



# Central Depository Services (India) Limited

Convenient + Dependable + Secure

## COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/2022/369

June 29, 2022

### CHANGE IN IVR NUMBER OF CDSL

CDSL is pleased to inform its DPs that we are in the process of changing the current IVR Number from **022-23023333** to new IVR Number **08069144800** to enhance the service levels and to manage the inbound calls in a more user friendly and efficient manner, **The said changes will be made effective shortly.**

DPs are advised to note that till the time DPs become conversant with the new IVR no. and to avoid inconvenience both IVR numbers will remain functional. Further, DPs will be informed regarding the discontinuation of the old IVR no. (**022-23023333**) separately by way of Communique .

**DPs are requested to take note of the new call flow of new IVR number for their reference:**

- **Call 08069144800**

1st Level→	2nd Level→	3rd Level	
Press 1 for DP→	Press 1 for Helpdesk		
	Press 2 for Operations	Press 1 for Settlement and Transactions	
		Press 2 - Account Opening, Modification and Demat Remat	
		Press 3 for CAS	
		Press 4 for Easi and Easiest	
		Press 5 for IPO and Corporate Action	
		Press 6 for BenPos or Freeze Unfreeze	
		Press 7 for DP Billing	
		Press 8 for Assignment	
		Press 9 For any other queries (Bank Details, Training)	
		Press 3 for GSEC and SGB	
		Press 4 for Admission	
		Press 5 for Investor Grievance	
	Press 6 for Audit and Compliance		



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	Press 7 for Legal	
	Press 8 for IT Networking	
<b>1st Level →</b>	<b>2nd Level →</b>	<b>3rd Level</b>
<b>Press 2 - RTA →</b>	Press 1 for RTA Admission	
	Press 2 for Securities Admission	
	Press 3 for Evoting	
	Press 4 for Modification	
	Press 5 for SDD and PIT	
	Press 6 for RTA Change	
	Press 7 for Billing	
Press 8 for Securities and Covenant Monitoring (DLD)		
<b>1st Level →</b>	<b>2nd Level →</b>	<b>3rd Level</b>
<b>Press 3 Investor</b>	Press 1 for Account Opening or Modification	
	Press 2 for Easi-Easiest	
	Press 3 for CAS	
	Press 4 for Grievances	
<b>1st Level →</b>	<b>2nd Level →</b>	<b>3rd Level</b>
<b>Press 4 for e-Voting</b>	<b>NA</b>	<b>NA</b>
<b>1st Level →</b>	<b>2nd Level →</b>	<b>3rd Level →</b>
<b>Press 5 for Issuer Company or CRA or DT</b>	Press 1 for Issuer Admission	
	Press 2 for Securities Admission	
	Press 3 for Evoting	
	Press 4 for Modification	
	Press 5 for SDD and PIT	
	Press 6 for RTA Change	



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## COMMUNIQUE TO DEPOSITORY PARTICIPANTS

	Press 7 for Billing	
	Press 8 for Securities and Covenant Monitoring (DLD)	
1st Level→	2nd Level→	3rd Level
Press 6 for AMC	Press 1 for AMC Admission	
	Press 2 for Securities Admission	
	Press 3 for Billing	
	Press 4 for SDD and PIT	
	Press 5 for RTA Change	
	Press 6 for Modification	
1st Level→	2nd Level→	3rd Level
Press 7 for Billing	Press 1 for DP	Press 1 For Monthly Billing
		Press 2 for Annual Billing
		Press 3 for Other Billing related queries
	Press 2 for RTA	
	Press 3 for Issuer	Press 1 For Monthly Billing
		Press 2 for Annual Billing
		Press 3 for Other Billing related queries
	Press 4 for AMC	
	Press 5 for Corporate Action	
	Press 6 for CAS	
1st Level→	2nd Level→	3rd Level
Press 8 for CDSL Shareholder		

Helpdesk Department shall remain functional on all working days i.e., **Monday to Friday from 7:30 AM to 11:00 PM** and on **Saturday from 09:30 AM to 04: 30 PM**.

sd/-

**Swapnil Gupte**  
**Sr. Manager – Operations.**