



# Central Depository Services (India) Limited

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## COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/IG/DP/2022/468

August 17, 2022

### INVESTOR GRIEVANCE REDRESSAL MECHANISM

Depository Participants (DPs) are advised to refer to Communique no. CDSL/OPS/DP/POLCY/2021/589 December 25, 2021, wherein it was informed that SEBI vide their letter no. SEBI/HO/MIRSD/DOP/OW/P/2021/37347/1 dated December 15, 2021, has advised the Depository and Depository Participants (DPs) to bring the Investor Charter and its linked contents to the notice of their clients (existing as well as new clients) through disclosing the Investor Charter on their respective websites. Also, to make the investor charter available at prominent places in their office, provide a copy of Investor Charter as a part of account opening kit to the clients, through e-mails/letters etc.

To further strengthen the process of handling Investors Grievances, DPs are advised to take the below measures:

- a. Multiple modes of communication should be made available to the investors, in order to ensure smooth process in filing the complaints.
- b. Employ qualified/trained and dedicated officials to beef up the complaint redressal mechanism for better handling and suitable closures.
- c. Investor Grievances escalation matrix to be explicitly displayed on the DP website under the 'Contact Us' page. The 'Contact Us' link should be placed on the index/homepage of the website. Upon clicking the same, it should display the details as per Annexure A. This provision shall come into effect from September 15, 2022.
- d. Escalation matrix should also be a part of the complaint redressal communications between the DPs and Investors.
- e. Acknowledgment should be sent to the investor on receipt of grievance and should state the Complaint reference number in it. This will reduce registering of duplicate complaints.
- f. DPs, who are also a Stockbrokers, shall provide separate escalation matrix for Broking related queries. In case they have a common grievance handling unit, they may display the common Escalation matrix as stated under point 'C'.
- g. Enhance Investor education vide educational videos, webinars, flyers, bulletin, etc.
- h. Regular updates should be provided to investors on changes in rules/regulations through support portals/ email.
- i. Details of services provided by DP/ Depository to clients may be displayed on homepage of the website.



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- j. Provision shall be made for online submission and acceptance of requests such as changes in demographic details (as mentioned in communique no. 2532 dated 30-06-2011), closure & KYC related matters.
- k. Conduct regular system audits to reduce the occurrence of technical issues and downtimes.

DPs are requested to take note of the above and comply with the above guidelines.

Queries regarding this communiqué may be addressed to:

CDSL – Investor Grievance Dept - Phone :022 2305 8658 / 022 2305 8669 / 022 2305 8767 or by logging on to CDSL by visiting [www.cdslindia.com](http://www.cdslindia.com) > Post Your Grievances - (<https://www.cdslindia.com/Footer/grievances.aspx>).

**sd/-**

**Shelma D'Souza**  
**Senior Manager – Investor Grievance Cell**



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### Annexure A Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id
Client Servicing				
Head of Client Servicing				
Compliance Officer				
CEO				

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html> or with. Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.