



# Central Depository Services (India) Limited

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## COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/POLCY/2024/210

April 22, 2024

### GUIDELINES FOR ONLINE CLOSURE OF DEMAT ACCOUNTS

DPs are advised to refer our Communique nos. CDSL/OPS/DP/POLCY/2021/311 dated July 16, 2021 and CDSL/OPS/DP/POLCY/2021/363 dated August 17, 2021 wherein we had informed regarding the Guidelines for online closure of demat accounts and introduction of the facility for online closure of demat accounts from **September 01, 2021**.

**DPs are once again advised to note that those DPs who are providing various Depository related services in online mode to their demat account holder/s are mandatorily required to provide the online demat account closure facility to their demat account holder/s who have opened their account/s online or offline mode.**

DPs have to inform their demat account holders regarding the availability of the facility for online closure of demat accounts through emails, SMS, weekly / fortnightly / monthly newsletters etc. The procedure for online closure of demat accounts shall be prescribed in such communications.

DPs are advised to take note of the same and ensure compliance.

Queries regarding this communiqué may be sent to CDSL – Helpdesk through e-mail on [helpdesk@cdslindia.com](mailto:helpdesk@cdslindia.com) or call us on 08069144800.

For and on behalf of  
Central Depository Services (India) Limited

sd/-

Nilesh Shah  
Asst. Vice President – Operations