



Central Depository Services (India) Limited

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COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/SURV/DP/POLCY/2025/267

April 23, 2025

GUIDELINES FOR FREEZE/UNFREEZE INTIMATIONS NEED TO BE SENT TO BENEFICIAL OWNERS (BO) ON FREEZING/UNFREEZING OF THEIR DEMAT ACCOUNT (IF ANY) ON REGULAR BASIS

1. Freezing and Unfreezing Procedure:

- DPs should follow the procedures specified in Chapter 13 of the operating instructions for freezing/unfreezing demat accounts. These actions may be initiated by the DP, BO, or CDSL.

2. Acknowledgment to the Beneficial Owner:

- DPs must ensure that a notification or acknowledgment copy is provided to the BO whenever their demat account is frozen or unfrozen, regardless of whether the action was initiated by the DP, the BO, or CDSL.

3. System or Process for Notification:

- DPs are encouraged to establish a system or process that guarantees BOs receive timely notifications regarding freeze/unfreeze actions taken on their demat accounts. This ensures transparency and communication with the BO.

4. DPE6 Report (Freeze/Unfreeze/Cancel Report):

- DPs are advised to generate the “DPE6 – Online Report Freeze/Unfreeze/Cancel” from the CDAS report module. This report provides details of active freeze/unfreeze activities.
- It is recommended to generate and review the DPE6 report **daily** and at regular intervals throughout the day to stay updated on freeze/unfreeze statuses.

5. Back Office Updates:

- DPs should ensure that the DPE6 report is regularly extracted and used to update their back office systems. This helps in maintaining accurate records and facilitating smooth operations for freeze/unfreeze activities.



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Action Items for DPs:

- **Ensure Acknowledgment Delivery:** Set up a reliable system to deliver freeze/unfreeze notifications to BOs.
- **Generate DPE6 Report Regularly:** Extract and review the DPE6 report from CDAS daily to track the current status of freeze/unfreeze actions.
- **Back Office Integration:** Regularly update the back office with the latest freeze/unfreeze information as per the DPE6 report to maintain accurate records.

This approach ensures compliance with the operational guidelines and guarantees that all relevant stakeholders are kept informed about the status of their demat accounts.

Queries regarding this communiqué may be addressed to: CDSL – Helpdesk Emails may be sent to: dprtasupport@cdslindia.com and connect through our IVR Number 022-62343333

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

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