



Central Depository Services (India) Limited

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COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/POLCY/2026/656

September 22, 2026

NEW FACILITY IN DP'S CDAS – OTP BASED TRANSFER-CUM-CLOSURE FACILITY

CDSL is pleased to inform its Depository Participants (DPs) that the **OTP-based Transfer-cum-Closure facility** has been extended to facilitate a seamless and investor-friendly mechanism for the transfer and closure of demat accounts, subject to approval by the concerned Transferor DP.

Investors may submit Transfer-cum-Closure requests through the prescribed OTP-based authentication process. Upon successful validation and authentication of the request, the same shall be made available in the **CDAS** for further processing by the respective Transferor DP.

Accordingly, all DPs are advised to ensure timely review, verification, and approval of such Transfer-cum-Closure requests made available in CDAS. In accordance with the applicable SEBI requirements governing Transfer-cum-Closure requests, the Transferor DP shall verify and process such requests and approve or reject the same, as applicable, within two working days from the date of receipt of the request in CDAS. DPs are advised to establish appropriate monitoring mechanisms to ensure adherence to the prescribed timelines and avoid any delay in processing investor requests.

DPs are advised to verify the request details:

- BO ID and account details;
- Details of the target demat account;
- Status of holdings, if any.

After due verification, the **DP shall process and approve the request through CDAS** within the prescribed timelines. DPs shall ensure that pending requests are regularly monitored and acted upon to avoid delays in processing investor requests.

DPs shall ensure that proper internal controls and audit requirements are adhered to while processing such requests.

The above process shall be applicable with effect from September 25, 2026.



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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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Avinash Shere
AVP – Business Development