



Central Depository Services (India) Limited

Convenient Dependable Secure

COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/816

January 03, 2007

EXCLUSIVE EMAIL ID FOR REDRESSAL OF INVESTOR COMPLAINTS

DPs are advised to refer to SEBI Circular No. MRD/Dop/Dep/SE/Cir-22/06 dated December 18, 2006 attached herewith, as **Annexure-A**, wherein SEBI has issued the following directives:

- ❑ DPs are advised to designate an **exclusive EMAIL ID** of the Grievance Redressal Department or Compliance Officer for the purpose of registering complaints of investors and for taking necessary follow-up actions.
- ❑ This exclusive email ID should be prominently displayed on the DP's **website** and in the various materials / pamphlets / advertisement campaigns initiated by the DP for creating investor awareness.

DPs are informed that CDSL has designated such an exclusive email ID, complaints@cdslindia.com for registration of investor complaints.

Queries may be addressed to CDSL Helpdesk on telephone no. (022) 2272-3333 (extn. 8642, 8427, 8663, 8624, 8693, 8625, 8639, 8662) or direct (022) 2272-1261 or (022) 32462767.

sd/-

Dominic Fernandes
Head – Operations

NOTE

1. DPs are required to confirm the TDS amount deducted by them, while making payment to CDSL, for the financial year 2006-07, clearly stating the monthly break-up and rate at which the TDS was deducted. Details may be emailed immediately to: kantav@cdslindia.com or bharats@cdslindia.com
2. Communiqués may be downloaded from the newly released Module: "REPORTS". However, DPs wishing to receive communiqués directly to their individual email IDs, should send us the following details: **DP ID, DP Name** and the **email address(es)** to: cdsops@cdslindia.com



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GENERAL MANAGER

MARKET REGULATION DEPARTMENT

MRD/DoP/Dep/SE/Cir-22/06

December 18, 2006

1. All Stock Exchanges
2. NSDL
3. CDSL

Dear Sir/s,

Sub: Exclusive e-mail ID for redressal of Investor Complaints.

1. SEBI has been mandated, inter-alia, under the SEBI Act, 1992 to protect the interests of investors in the Indian securities market. To this end, several investor protection measures and regulatory reforms have been initiated by SEBI from time to time for the benefit of investors and to make the Indian securities market a more transparent and safer place for their investments.
2. In the recent past, SEBI has been receiving representations from various investors requesting for a direct and quicker forum for enabling them to register their complaints expeditiously with the intermediaries/listed companies/stock exchanges. It has also been observed in several cases that pursuant to registering a complaint, the investors do not have any mode for a follow-up or monitoring the processing of their complaints.
3. In order to address the aforesaid representations, it is felt desirable to designate an exclusive e-mail ID of the grievance redressal division / compliance officer in which the investors would be able to register their complaints and also take necessary follow-up actions as necessary. Such a process would not only expedite the redressal of the complaints of the investors but also enable several investors across the country to register their complaints through a single, centralized, exclusive e-mail ID that is designated for the purpose.



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4. Accordingly, all the stock exchanges/registered brokers/registered sub-brokers/listed companies/depositories/registered depository participants are advised to designate an e-mail ID of the grievance redressal division/compliance officer exclusively for the purpose of registering complaints by investors. The above entities are also advised to display the email ID and other relevant details prominently on their websites and in the various materials/pamphlets/advertisement campaigns initiated by them for creating investor awareness.
5. The Stock Exchanges are advised to :
 - 5.1 make necessary amendments to the relevant bye-laws, rules and regulations and clauses of the listing agreement for the implementation of the above decision immediately;
 - 5.2 bring the provisions of this circular to the notice of the member brokers/clearing members of the exchange/listed companies and also to disseminate the same on their websites; and
 - 5.3 communicate to SEBI, the status of the implementation of the provisions of this circular in the Monthly Development Report.
6. The depositories are advised to:-
 - 6.1 bring the provisions of this circular to the notice of the DPs of the depositories and also to disseminate the same on their websites;
 - 6.2 include the details of the e-mail ID in the advertisement campaigns released by them from time to time for better understanding of the investors;
 - 6.3 make necessary amendments to the relevant bye-laws and business rules for the implementation of the above decision immediately, as may be applicable/necessary; and
 - 6.4 communicate to SEBI, the status of the implementation of the provisions of this circular in the Monthly Development Report
7. This circular is being issued in exercise of the powers conferred by Section 11 (1) of Securities and Exchange Board of India Act, 1992 to protect the interest of investors in securities and to promote the development of, and to regulate, the securities market.

Yours faithfully,

V S SUNDARESAN