



Central Depository Services (India) Limited

Convenient + Dependable + Secure

COMMUNIQUE TO REGISTRAR & TRANSFER AGENTS

CDSL/OPS/RTA/2022/127

June 29, 2022

CHANGE IN IVR NUMBER OF CDSL

CDSL is pleased to inform its Issuers / RTAs that we are in the process of changing the current IVR Number from **022-23023333** to new IVR Number **08069144800** to enhance the service levels and to manage the inbound calls in a more user friendly and efficient manner, **The said changes will be made effective shortly.**

Issuers / RTAs are advised to note that till the time Issuers / RTAs become conversant with the new IVR no. and to avoid inconvenience both IVR numbers will remain functional. Further, Issuers / RTAs will be informed regarding the discontinuation of the old IVR no. (**022-23023333**) separately by way of Communique.

Issuers / RTAs are requested to take note of the new call flow of new IVR number for their reference:

➤ Call **08069144800**

1st Level→	2nd Level→	3rd Level
Press 1 for DP→	Press 1 for Helpdesk	
	Press 2 for Operations	Press 1 for Settlement and Transactions
		Press 2 - Account Opening, Modification and Demat Remat
		Press 3 for CAS
		Press 4 for Easi and Easiest
		Press 5 for IPO and Corporate Action
		Press 6 for BenPos or Freeze Unfreeze
		Press 7 for DP Billing
		Press 8 for Assignment
		Press 9 For any other queries (Bank Details, Training)
	Press 3 for GSEC and SGB	
	Press 4 for Admission	
	Press 5 for Investor Grievance	



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	Press 6 for Audit and Compliance	
	Press 7 for Legal	
	Press 8 for IT Networking	
1st Level →	2nd Level →	3rd Level
Press 2 - RTA→	Press 1 for RTA Admission	
	Press 2 for Securities Admission	
	Press 3 for Evoting	
	Press 4 for Modification	
	Press 5 for SDD and PIT	
	Press 6 for RTA Change	
	Press 7 for Billing	
	Press 8 for Securities and Covenant Monitoring (DLD)	
1st Level →	2nd Level →	3rd Level
Press 3 Investor	Press 1 for Account Opening or Modification	
	Press 2 for Easi-Easiest	
	Press 3 for CAS	
	Press 4 for Grievances	
1st Level→	2nd Level→	3rd Level
Press 4 for e-Voting	NA	NA
1st Level→	2nd Level→	3rd Level→
Press 5 for Issuer Company or CRA or DT	Press 1 for Issuer Admission	
	Press 2 for Securities Admission	
	Press 3 for Evoting	
	Press 4 for Modification	
	Press 5 for SDD and PIT	



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	Press 6 for RTA Change	
	Press 7 for Billing	
	Press 8 for Securities and Covenant Monitoring (DLD)	
1st Level→	2nd Level→	3rd Level
Press 6 for AMC	Press 1 for AMC Admission	
	Press 2 for Securities Admission	
	Press 3 for Billing	
	Press 4 for SDD and PIT	
	Press 5 for RTA Change	
	Press 6 for Modification	
1st Level→	2nd Level→	3rd Level
Press 7 for Billing	Press 1 for DP	Press 1 For Monthly Billing
		Press 2 for Annual Billing
		Press 3 for Other Billing related queries
	Press 2 for RTA	
	Press 3 for Issuer	Press 1 For Monthly Billing
		Press 2 for Annual Billing
		Press 3 for Other Billing related queries
	Press 4 for AMC	
	Press 5 for Corporate Action	
	Press 6 for CAS	
1st Level→	2nd Level→	3rd Level
Press 8 for CDSL Shareholder		

Helpdesk Department shall remain functional on all working days i.e., **Monday to Friday from 7:30 AM to 11:00 PM** and **on Saturday from 09:30 AM to 04: 30 PM**.

sd/-

Swapnil Gupte
Sr. Manager – Operations.