



Central Depository Services (India) Limited

Convenient + Dependable + Secure

COMMUNIQUE TO REGISTRAR & TRANSFER AGENTS

CDSL/OPS/RTA/HD/2025/27

January 29, 2025

GROUP EMAIL IDS FOR CDSL COMMUNICATION

RTAs are advised to refer to Communique No. mentioned below:

- CDSL/OPS/RTA/HD/2024/5 dated January 11, 2024, regarding GROUP EMAIL IDS FOR CDSL COMMUNICATION

In view of the above, RTAs are hereby advised to follow the CDSL Communique related to a list of group email IDs for CDSL. This will facilitate quicker processing and more efficient management of your requests.

RTAs are requested to kindly make a note of the above and send their detailed requests accordingly. Kindly ensure to mention their RTA IDs along with contact details in emails sent as this shall help concerned teams to respond / contact sender in timely and structured manner.

Process wise List of Common Email ids:

Sr. No.	Queries Related to	Email ID	Remarks
1	MICR / IFSC	micr@cdslindia.com	For MICR or IFSC or Bank details updation
2	Easi-Easiest application / DSC Mapping Requests from DPs	easiadmin@cdslindia.com	For DSC Mapping requests received from DPs or Easi-Easiest application or transaction related queries
3	Investor Grievance	complaints@cdslindia.com	For any complaints or grievances of investors
4	Pan modification / Change of RTA / DP modification / Issuer Modification / ISIN Freeze-Unfreeze/ Benpos / Freeze for KRA, 6 KYC, PAN AADHAR Link	masters@cdslindia.com	For PAN Modification or Change of RTA / DP modification or Issuer modification or ISIN Freeze-Unfreeze or Benpos or Freeze for KRA or 6 KYC or PAN-Aadhar Link requests



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5	Settlement	operations@cdslindia.com	For Settlement or Payin-Payout related queries
6	Surveillance	surveillance@cdslindia.com	For Surveillance or PAN of banned entity related queries
7	Cyber Security	dpinfosec@cdslindia.com	For Cyber security or system audit related queries
8	CAS (Consolidated Account Statement)	cas@cdslindia.com	For CAS related queries
9	Audit	audit@cdslindia.com	For any audit related queries
10	System Driven Disclosure	sdd@cdslindia.com	For system driven disclosure related queries
11	Corporate Action / IPO	caipo@cdslindia.com	For any Corporate Action or IPO or IEPF related queries
12	Government Securities (G-SEC)	gsec@cdslindia.com	For Government Securities or GSEC Interest related queries
13	CDASWEB / RELID Application / Reset of RELID user / Removal of Device Binding / API Integration / MOCKCDAS	dpptasupport@cdslindia.com	For any CDAS or RELID or Reset of RELID password or Removal of Device binding or API Integration or Mock Cdasweb related requests and queries
14	Accounts	cdslar@cdslindia.com	For any accounts or TDS related queries
15	Issuer Billing	issuerbilling@cdslindia.com	For any Issuer Billing or Blocking of Benpos related queries



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16	Issuer/Securities Admission	issueradmission@cdslindia.com	For any Issuer or Securities admission or ISIN related queries
17	DP Admission	dpadmission@cdslindia.com	For DP admission related queries
18	Legal	legalteam@cdslindia.com	For any legal related queries
19	Evoting	helpdesk.evoting@cdslindia.com	For any Evoting or login related queries
20	Foreign Investment Monitoring	fim@cdslindia.com	For any Foreign investment monitoring related queries
21	Gogreen dispatch of Issuer related emails	greeninitiative@cdslindia.com	For any bulk Issuer related emails dispatch queries

Queries regarding this communiqué may be addressed to: dprtastupport@cdslindia.com and the IVR number is 022 62343333 then press 1 for Operations and again 7 for Helpdesk.

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

sd/-

**Nikhil S. Koppikar
Sr. Manager – Operations**