



Central Depository Services (India) Limited

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COMMUNIQUE TO REGISTRAR & TRANSFER AGENTS

CDSL/AUDIT/RTA/POLCY/2026/286

October 1, 2026

SUBMISSION OF REPORT ON INTERNAL AUDIT OF REGISTRAR AND TRANSFER AGENT

Attention of Registrar and Transfer Agents (RTAs) (including in-house RTAs) is drawn to CDSL Bye Laws 12.9 which states that RTAs shall ensure that an internal audit in respect of its depository operations is conducted at intervals of not more than six months by a qualified Chartered Accountant or a Company Secretary or a Cost and Management Accountant, holding a Certificate of Practice and a duly signed internal audit report shall be furnished to the Depository.

2. The scope, objectives, mandatory contents, and the checklist of the internal audit report is enclosed as **Annexure-A** which will be applicable for the internal audit for the half year ended 30th September 2026.

3. The submission of IAR should be online as per the procedure prescribed in the Communique **CDSL/A,I&C/RTA/POLCY/2018/22** dated March 20, 2018. Subsequently, system enhancement has been incorporated in the Audit Application for the Internal Audit Report, as detailed in **Annexure-B**. Certain fields are mandatory and the required details must be provided by both the Auditor and the RTA.

4. The due date for submission of IAR for half a year ended 30th September 2026 is **15th November 2026**. Issuer / RTAs to adhere strictly to the timelines for submitting the Internal Audit Report (IAR). Issuer / RTAs to note that failure to submit the IAR on or before the due date will result in penalties as per Operating Instructions.

5. Physically submitted IAR will not be accepted and shall be considered as non-submission.

6. RTAs activated during the half-year ended 30th September 2026 should submit the internal audit report pertaining to the period from the date of activation till the end of the half year.

7. Further, as per CDSL Bye Laws 12.10, every RTA shall ensure that internal audit findings along with management comments are placed before its Board of Directors in respect of its Depository operations.

8. NISM Qualification:

The internal audit report should contain a declaration to the effect that at least one person conducting the internal auditor of the RTA (including in-house RTAs) is NISM Series IIA certified. The internal audit report submitted by the RTA and signed by the auditors who have not fulfilled the requirement of NISM qualification, will not be accepted and will be considered as non-submission.



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9. The importance of verifying the implementation of the Online Dispute Resolution (ODR) mechanism is crucial and internal auditors are required to ensure that the ODR mechanism is properly implemented and that all related website compliances are thoroughly checked before submitting the Internal Audit Report (IAR). Please be advised that failure to verify these aspects could result in actions being taken against both the RTA and the auditor.

10. RTAs are required to bring this to the notice of the internal auditors and ensure compliance.

CDSL – Audit, Inspection & Compliance Department on telephone nos. on (022) 6234-3143, 6234-3163, 6234-3081, 6234-3075, 6234-3095, 6234-3083, 6234-3455, 6234-3078.

Emails may be sent to: audit@cdslindia.com

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

Sd/-

**Urmila Chougule
Senior Manager - Audit, Inspection & Compliance**

The internal audit should cover activities in respect of depository operations carried out by Registrar and Transfer Agent (RTA). A checklist of audit points is given below which stipulates the minimum areas to be verified. Over and above of the same, internal auditors may adopt more stringent requirements and expand the scope of audit or add more audit points to achieve the internal audit objectives listed below.

OBJECTIVES OF INTERNAL AUDIT: -

The following are the broad objectives of internal audit function of operations of an RTA: -

- a. To ensure compliance by the Registrar and Transfer Agent (RTA) with SEBI circulars, CDSL Bye-laws, Operating Instructions applicable to RTAs, communiqués issued by CDSL, and the agreement entered with CDSL.
- b. To ensure that the required internal controls, checks and risk management procedures are in place.
- c. To ensure that the manpower, procedures, and systems of the RTA are adequate with respect to the current and projected business of the RTA.
- d. To ensure that an appropriate risk management policy with internal control and exception reporting mechanism is in place.
- e. To ensure that the systems are managed in a manner to ensure that there is no risk to business continuity and integrity of data processing system is maintained at all times.
- f. To ensure adequacy of procedures with respect to maintenance of records. In the event of loss or destruction of data, sufficient backup of records should be available at all times.

AUDIT REPORT: -

The audit report should contain the following:

1. The scope, objectives, period of coverage and nature and extent of audit work performed.
2. The minimum sampling plan should be as mentioned in this communique under the head "Sampling Plan" and mentioned in the audit report as per the format provided for. The internal auditors should draw samples taking into consideration all ISINs managed (Listed/Unlisted) by the RTA/Issuers and give weightage to companies having a higher volume of transactions. Also, more samples should be drawn from listed Companies on exchanges.
3. Observations on all the checklist points should be commented highlighting the exceptions and deviations of repetitive nature. In case of any deviation from the prescribed procedure, the exact nature of deviation should be stated.
4. Recommendations of auditors if any, with respect to internal controls, procedures, etc.

5. Management comments on all the exceptions, deviations, adverse observations and recommendations made by the auditor.
6. Compliance status regarding observations made in the earlier audit report/s and previous CDSL inspection. In case of any misleading compliance provided by the RTA, the internal auditor should specifically comment on the same.
7. In case any point / comment is of confidential nature, auditor may communicate it separately to CDSL.
8. The checklist points which are not applicable should be marked as 'not applicable' indicating the reason for the same in the remark column or else may be considered as a non-compliance. The number of instances where non-compliance has been observed should be stated under the column 'No. of Instances' and details of the same should be provided as Annexure to the report.
9. A statement by the auditor that he is not a related party to the RTA.
10. Auditor's membership number.
11. Name & Address of the Registrar and Transfer Agent (RTA)

RTA-ID :

Date(s) of Internal Audit:

Period for which internal audit is conducted:

Name, Telephone number and Email ID of the Compliance Officer:

Name of the Audit firm and officials conducting internal audit and contact details:

(Mention Tel.no./ Mobile no. /email ID)

Sampling Plan		
Audit Area	Sample Size (In actual numbers)	Sample Size (%)
Dematerialization (at least 25%)		
De-Statementization (at least 25%)		
Dematerialization Rejections (at least 25%)		
De-Statementization Rejections (at least 25%)		
Rematerialisation (at least 25%)		
Re-Statementization (at least 25%)		
Rematerialisation rejection (at least 25%)		
Re-Statementization rejection (at least 25%)		
Grievances received in respect of RTA operations		

received by RTA/Issuer (100%)		
Other Areas (at least 25%) e.g. IPO / Corporate action, Distinctive Nos, transfer of locked-in securities etc...		
Reconciliation (at least as on two different dates for all the ISINs (100%) associated with the RTA).		

Note - Auditors shall verify the reconciliation for different dates and submit the details of such verification as annexure.

(1) Demat / Destatementization/ Remat / Restatementization / Redemption Requests Processing

Sr. No.	Particulars Checked	Comments	No of instances	Remarks of internal auditor
1	There is a proper procedure in place for inward of requests received from Participants.	☐ Yes ☐ No ☐ N/A		
2	Adequate controls exist over requests received and their respective status.	☐ Yes ☐ No ☐ N/A		
3	Serial number and receipt date stamp has been affixed on all the requests received by the RTA.	☐ Yes ☐ No ☐ N/A		
4	All the requests received during the audit period have been processed within the stipulated time frame.	☐ Yes ☐ No ☐ N/A		
5	Date of receipt mentioned on the requests matches with the receipt date entered in CDAS.	☐ Yes ☐ No ☐ N/A		
6	Request forms received were duly authorised by the Depository Participant and were completely filled in.	☐ Yes ☐ No ☐ N/A		
7	No requests have been confirmed where there exists any prohibitory order, stop transfer, attachment order, or disputed title on the said securities or MF units.	☐ Yes ☐ No ☐ N/A		

Sr. No.	Particulars Checked	Comments	No of instances	Remarks of internal auditor
8	RTA accepts and processes the physical certificates having the old name on the physical certificate/s, provided the new name of the company is available on CDSL website and DP's verification stamp on the DRF and/ or if the same is accompanied with printout of change of company name from MCA portal. (Ref Comm 2024-75).	☐ Yes ☐ No ☐ N/A		

(2) Dematerialization

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	Validity of the certificate/"Letter of confirmation" is verified, on receipt of physical security certificates/Letter of confirmation.	☐ Yes ☐ No ☐ N/A		
2	On receipt of physical security certificates, the RTA verifies whether the application for demat has been made by the person(s) whose name is recorded in the Register of member / debenture holders as the case may be.	☐ Yes ☐ No ☐ N/A		
3	Register of member (ROM) is updated on confirmation of demat requests.	☐ Yes ☐ No ☐ N/A		
4	On receipt of physical security certificates, the RTA tallies the details mentioned in the DRF with details received electronically.	☐ Yes ☐ No ☐ N/A		
5	On receipt of physical security certificates, whether the RTA tallies the signature of the applicant(s) with the signature recorded by the RTA.	☐ Yes ☐ No ☐ N/A		

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
6	Certificates received with requests were marked with words "Surrendered for Demat, DP ID, DP name and client ID mentioned on the certificate.	☐ Yes ☐ No ☐ N/A		
7	Issuer/RTA have created/updated the Database for Distinctive numbers of equity shares for dematerialization of listed companies and the same is verified at the time of dematerialization.	☐ Yes ☐ No ☐ N/A		
8	Procedure for demat as prescribed in RTA Operating Instructions is complied with.	☐ Yes ☐ No ☐ N/A		
9	RTA ensures that demat requests are honored within a period of 15 days from the date of physical receipt of the DRF.	☐ Yes ☐ No ☐ N/A		
10	Issuer/RTA has accepted the demat request, wherein physical security certificate(s) have got lost in transit, and carried out the dematerialization on the basis of indemnity and proof of dispatch furnished by the Participant as per prescribed guidelines.	☐ Yes ☐ No ☐ N/A		
11	In case of transposition cum demat, proper internal controls are implemented to ensure that the transposition form contains those combinations of names in which the BO account has been opened.	☐ Yes ☐ No ☐ N/A		
12	RTA gives credit of demat securities for which listing approval has been received from the relevant stock exchange/s,	☐ Yes ☐ No ☐ N/A		
13	In case of RTA handling only the electronic connectivity, the physical RTA informs the receipt of documents related to DRF to the electronic RTA (Note:	☐ Yes ☐ No ☐ N/A		

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
	Electronic RTA should confirm or reject only on the basis of intimation received from physical RTA).			
14	The procedure for withdrawal of demat request as prescribed in RTA Operating Instructions is complied with.	☐ Yes ☐ No ☐ N/A		
15	RTA follows the due diligence process in respect of processing of dematerialization request of remaining physical shares as prescribed in SEBI Circular SEBI/HO/MIRSD/RTAMB/CIR/P/2019/122 dated November 05, 2019 (Ref Comm 2019-126).	☐ Yes ☐ No ☐ N/A		
16	In instances, where flags/alerts have been generated by Depository for mismatch of name on the share certificate(s) vis-à-vis name of the BO of demat account, RTA has obtained the additional documents explaining the difference in name as per SEBI Circular SEBI/HO/MIRSD/RTAMB/CIR/P/2019/122 dt. November 05, 2019.	☐ Yes ☐ No ☐ N/A		
17	RTA/Issuer follows the procedure as per the guidelines issued vide SEBI Circular No. 2022/8 dated January 25, 2022 and HO/38/13/(3)2026-MIRSD-POD/I/3763/2026 dated January 30, 2026 regarding issuance of securities in dematerialized form in case of Investor Service Requests of listed companies-.	☐ Yes ☐ No ☐ N/A		
18	RTA has a suitable SOP to handle instance(s) of erroneous confirmation of the demat request processed (Ref. Comm 2023-135).	☐ Yes ☐ No ☐ N/A		
19	RTA has appropriately rectified the demat	☐ Yes		

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
	requests which were erroneously confirmed instead of being rejected, if any.	☐ No ☐ N/A		
20	Conversion request form of Alternative Investment Fund (AIF) units are processed in accordance with SEBI/ CDSL guidelines.	☐ Yes ☐ No ☐ N/A		
21	<u>RTA ensured processing of Demat Conversion Request Forms (DCRFs) and issuance of securities to the demat accounts of security holders/claimants within the prescribed timeline of 30 days from receipt of the request.</u>	☐ Yes ☐ No ☐ N/A		
22	<u>RTA ensures that the original certificate is defaced with the remark "Securities Issued in Dematerialized Form" upon credit of securities to the demat account of the security holder/claimant in all cases pertaining to Demat Conversion Request Forms (DCRF) received against various investor service requests.</u>	☐ Yes ☐ No ☐ N/A		

(3) Dematerialisation Rejections

Sr. No.	Particulars Checked	Comments	No. of Instances	Remarks of Auditors
1	RTA rejects the demat requests electronically by capturing the appropriate rejection reason if certificates / documents are not received within 30 days from the date of electronic request logged into the system by the DPs.	☐ Yes ☐ No ☐ N/A		
2	In case of rejection, RTA returns the certificates relating to those securities to the DP <u>within the prescribed timeline from the date of rejection of the request</u> -in all	☐ Yes ☐ No ☐ N/A		

Sr. No.	Particulars Checked	Comments	No. of Instances	Remarks of Auditors
	cases and proof of dispatch is maintained.			
3	The rejection memo contains DP ID, client ID, rejection code and rejection reason.	☐ Yes ☐ No ☐ N/A		
4	Rejection reason as mentioned in memo matches with rejection reason entered in CDAS system.	☐ Yes ☐ No ☐ N/A		
5	The RTA/Issuer is rejecting the request for valid reason.	☐ Yes ☐ No ☐ N/A		
6	In case of rejection of demat requests, all the formalities as prescribed in Operating Instruction for Issuer / RTA are complied with.	☐ Yes ☐ No ☐ N/A		

(4) Destatementization

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	On receipt of Statement of Account (SOA), the RTA tallies the details mentioned in DRF with details received electronically.	☐ Yes ☐ No ☐ N/A		
2	Received date mentioned on the DRF matches with received date entered in the system.	☐ Yes ☐ No ☐ N/A		
3	Procedure for destat as prescribed in RTA Operating Instructions is complied with.	☐ Yes ☐ No ☐ N/A		
4	RTA ensure that destat requests are honored within a period of 2 days from the date of physical receipt of the DRF (Ref Comm 2024-134).	☐ Yes ☐ No ☐ N/A		
5.	Transposition-cum- Destatementization	☐ Yes		

	and Transmission-cum-conversion -destat request is not processed by the RTA.	☐ No ☐ N/A		
6.	Signature of the BO is verified with the records available with Issuer/RTA.	☐ Yes ☐ No ☐ N/A		

(5) Destatementization Rejections

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1.	In case of destatmanisation rejection, the RTA returns the Statement of account relating to those securities to the DP in all cases and proof of dispatch is maintained.	☐ Yes ☐ No ☐ N/A		
2	Rejection code and rejection reason as mentioned in the rejection memo matches with that captured in the CDAS.	☐ Yes ☐ No ☐ N/A		
3	The rejection code and rejection reason selected by RTA/Issuer for rejecting the destate request was correct.	☐ Yes ☐ No ☐ N/A		
4	The RTA rejects the destat requests electronically by capturing the appropriate rejection reason if SOA / documents are not received within 30 days from the date of electronic request logged into the system by the DPs.	☐ Yes ☐ No ☐ N/A		
5	In case of rejection of destat requests, whether all the formalities as prescribed in Operating Instruction for Issuer / RTA are complied with.	☐ Yes ☐ No ☐ N/A		

(6) Rematerialisation/ Repurchase of existing scrips

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	RTA checks that the remat request made by the BO has been authorized by the DP.	☐ Yes ☐ No		

		☐ N/A		
2	The procedure for acceptance and rejection of remat request as prescribed in Operating Instructions for Issuer / RTA is complied with	☐ Yes ☐ No ☐ N/A		
3	Name of the BO as the Registered Owner(s) of the rematerialised securities is recorded and CDSL is debited in the Register of Members of the Issuer for the rematerialised quantity	☐ Yes ☐ No ☐ N/A		
4	Printed certificates are sent directly to the Registered Owner at the address mentioned on the RRF and proof of despatch of certificates maintained.	☐ Yes ☐ No ☐ N/A		
5	RTA / Issuer has issued the repurchase / redemption warrant in case of repurchase of units.	☐ Yes ☐ No ☐ N/A		
6	The process of rematerialisation is completed within 30 days of the receipt of intimation of remat request from CDSL.	☐ Yes ☐ No ☐ N/A		
7	The back office records are reconciled with the CDSL records for pending rematerialisation	☐ Yes ☐ No ☐ N/A		

(7) Rematerialisation Rejections

Sr. No.	Particulars Checked	Comments	No. of Instances	Remarks of internal auditor
1	The remat rejection memo contains DP ID, client ID, rejection code and rejection reason.	☐ Yes ☐ No ☐ N/A		
2	Rejection memos have been sent in all cases of rejections within seven days of rejection.	☐ Yes ☐ No ☐ N/A		
3	Rejection code and rejection reason as mentioned in the rejection memo matches with that captured in the CDAS by RTA/Issuer.	☐ Yes ☐ No ☐ N/A		

4	Proof of despatch for remat request rejections has been properly maintained by the RTA/Issuer.	☐ Yes ☐ No ☐ N/A		
5	The RTA/Issuer is rejecting the request for valid reason.	☐ Yes ☐ No ☐ N/A		

(8) Restatementization

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	At the time of restatementisation, the units have been issued to the person as per the pattern of holdings in the demat account with the participant from which such units are restatemenised.	☐ Yes ☐ No ☐ N/A		
2	AMC / RTA ensures processing of the Restat(reconversion) requests within 5 days from the date of set-up (Ref Comm 2024-134).	☐ Yes ☐ No ☐ N/A		

(9) Restatementisation Rejections

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1.	Objection memos have been sent in all cases of restatementisation rejections.	☐ Yes ☐ No ☐ N/A		
2.	Objection code and objection reason in case of restatementisation as mentioned in the objection memo matches with that captured in the CDAS.	☐ Yes ☐ No ☐ N/A		
3.	The objection code and objection	☐ Yes		

	reason selected by RTA/Issuer for restatementisation rejecting the request was correct.	☐ No ☐ N/A		
4.	AMC/RTA electronically intimates the rejection of restate request and sends the rejection letter to the DP within 7 days.	☐ Yes ☐ No ☐ N/A		

(10) IPO / Corporate Action Processing

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	RTA has taken appropriate action on 'unsuccessful allotments' (Report RT38/RT98/RT24) and any unclaimed shares (i.e., shares which could not be allotted to the rightful shareholder due to insufficient/incorrect information or any other reason) have been credited to the suspense account.	☐ Yes ☐ No ☐ N/A		
2	The name of CDSL is recorded as "Registered owner of Securities" in the Register of Members for securities allotted in electronic form in CDSL.	☐ Yes ☐ No ☐ N/A		
3	In case of cash corporate action, the bank account details of the investors as provided by CDSL are used.	☐ Yes ☐ No ☐ N/A		
4	In case of cash corporate action, the ECS facility (wherever available) is used for such distribution.	☐ Yes ☐ No ☐ N/A		
5	Proper controls are in place to ensure that allotments for mismatched items are made in physical form after trying to rectify the errors.	☐ Yes ☐ No ☐ N/A		
6	Reconciliation of its records i.e. total number of applicants in electronic mode = Total successful allottees (electronic credit	☐ Yes ☐ No ☐ N/A		

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
	+ physical credit in respect of mismatch cases) + Applications rejected) is done.			

(11) Reconciliation of ISIN Balances

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	RTA is carrying out process of daily reconciliation through its back office software and maintaining record.	☐ Yes ☐ No ☐ N/A		
2	The ISIN balances are reconciled on daily basis.	☐ Yes ☐ No ☐ N/A		
3	Separate folios for NSDL & CDSL are maintained in back office.	☐ Yes ☐ No ☐ N/A		
4	RTA verifies the securities held by CDSL in the books of the issuing company by reconciling the inter depository transactions on a daily basis	☐ Yes ☐ No ☐ N/A		
5	RTA reconciles security balances of CDSL+NSDL+securities held in physical form with listed and issued capital of a company on daily basis.	☐ Yes ☐ No ☐ N/A		
6	The Issuer/ RTA maintains Register for recording all information/ Reconciliation figures for each ISIN on a daily basis (Refer RTA O.I.5.5.2).	☐ Yes ☐ No ☐ N/A		
7	In case of mismatch found during reconciliation, RTA immediately informs CDSL about the same.	☐ Yes ☐ No ☐ N/A		
8	RTA submits Reconciliation of Share Capital Audit Report (Quarterly) in case of any difference in issued, listed and the capital held by CDSL.	☐ Yes ☐ No ☐ N/A		

(12) Investor Grievances

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	There is system to record & redress all grievances of clients received within stipulated time.	☐ Yes ☐ No ☐ N/A		
2	In case of any grievance received from the BO, the same is reported to CDSL through grievance report.	☐ Yes ☐ No ☐ N/A		
3	RTA informs the action taken for pending grievances received regarding non-receipt of non-cash corporate action.	☐ Yes ☐ No ☐ N/A		
4.	Quarterly investor grievance reports have been submitted to CDSL as per SEBI / CDSL guidelines within stipulated timelines.	☐ Yes ☐ No ☐ N/A		
5	Issuer/RTA has registered on the Common Online Dispute Resolution Portal ("ODR Portal") as per SEBI Circular viz. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 and has displayed a link to the ODR Portal on the home page of their websites and mobile apps.	☐ Yes ☐ No ☐ N/A		
6	The Action Taken Report ("ATR") has been submitted to SEBI within 21 calendar days from the date of receipt of the complaint from SCORES portal.	☐ Yes ☐ No ☐ N/A		
7	RTAs disclosed the data on complaints received against them or against issues dealt by them and redressal	☐ Yes ☐ No ☐ N/A		

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
	thereof on their websites within prescribed timelines (Ref Comm 2024-72).			
8	RTA/issuer updated the details related to Grievance Redressal, Escalation, Timelines etc. with respect to depository operation, in Investor charter and displayed the same on website and at prominent places in offices (Ref Comm 2024-72).	☐ Yes ☐ No ☐ N/A		

(13) System Areas

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	Physical access to client machine is restricted to authorized persons.	☐ Yes ☐ No ☐ N/A		
2	Variable Access Rights is implemented in CDAS.	☐ Yes ☐ No ☐ N/A		
3	There is no occasion of failure to establish connectivity with depository even through alternate means of communication.	☐ Yes ☐ No ☐ N/A		
4	Single point connectivity for all the work related to share registry in terms of both physical and electronic is maintained by listed companies as per SEBI circular no. D&CC/FITTC/Cir-15/2002 dated 27/12/2002.	☐ Yes ☐ No ☐ N/A		
5	Antivirus software is loaded/upgraded/enabled on server and/or client machine.	☐ Yes ☐ No ☐ N/A		

(14) Other Areas

Sr. No.	Particulars checked	Comments	No. of Instances	Remarks of internal auditor
1	The Issuer handling registry operations in-house has exceeded one lac limit of account holders and requires to be registered as Share transfer agent under RTA Regulation 2g (ii) as per SEBI requirement.	☐ Yes ☐ No ☐ N/A		
2	RTA operations are carried out after following all communiqués issued by CDSL/SEBI.	☐ Yes ☐ No ☐ N/A		
3	All associated persons engaged in RTA activities are NISM-Series IIA certified (as per SEBI notification dated 04-Sep-2009).	☐ Yes ☐ No ☐ N/A		
4	The requirement of maintaining trained staff is followed (as per RTA operating instruction chapter 8.2).	☐ Yes ☐ No ☐ N/A		
5	Issuer/RTA has processed requests for transfer of locked-in securities or securities held under suspended ISIN in case of account transfer and transmission (Ref Comm 987).	☐ Yes ☐ No ☐ N/A		
6	Change in details of Compliance Officer / Authorized Signatory / Office address in prescribed format is submitted to CDSL.	☐ Yes ☐ No ☐ N/A		
7	The discrepancies and /or non-compliances observed during previous inspections / last two internal audit are rectified and /or complied with (Please refer the non-compliance letter issued by CDSL).	☐ Yes ☐ No ☐ N/A		

Sr. No.	Particulars checked	Comments	No. of Instances	Remarks of internal auditor
8	RTA/ Issuer has placed last CDSL inspection report and corrective action taken before the meeting of its Board of Directors held on_____ (same may be verified from the extract of the minutes of the Board Meeting).	☐ Yes ☐ No ☐ N/A		
9	RTA/ Issuer has placed last CDSL internal audit report and corrective action before the meeting of its Board of Directors held on_____ (same may be verified from the extract of the minutes of the Board Meeting).	☐ Yes ☐ No ☐ N/A		
10	At least one person of internal auditors of RTA conducting internal audit is NISM Series IIA certified.	☐ Yes ☐ No ☐ N/A		
11	The internal auditors are not related party to the RTA.	☐ Yes ☐ No ☐ N/A		
12	Issuer / RTA has obtained requisite details of Promoters/ Promoter Group from the listed Issuers and uploaded the same in the prescribed format on the CDSL system.	☐ Yes ☐ No ☐ N/A		
13	The Issuer / RTA, in case of any change in Promoters / Promoter Group (i.e. for Addition, Modification or Deletion), obtained the approval of the stock exchange(s) on which the securities of company is / are listed and thereafter updated the same in CDSL system.	☐ Yes ☐ No ☐ N/A		
14	RTA is updating Distinctive Number (DN) information in respect of all physical share capital and overall DN range for dematerialised share capital for all listed	☐ Yes ☐ No ☐ N/A		

Sr. No.	Particulars checked	Comments	No. of Instances	Remarks of internal auditor
	companies in the manner prescribed by SEBI.			
15	There is no regulatory action against the Issuer / RTA by SEBI, RBI, stock exchanges, etc. during audit period. (Yes / No) (Provide details in case there is any regulatory action against the Issuer / RTA by SEBI, RBI, stock exchanges, etc.).	☐ Yes ☐ No ☐ N/A		
16	The guidelines/information issued by SEBI/CDSL from time to time have been communicated to all the Issuer companies handled by the RTAs, wherever applicable.	☐ Yes ☐ No ☐ N/A		
17	There are no instances of delay observed in the confirmation/rejection of pending demat/remat requests within the prescribed time period, which is attributed to the listed Issuer companies.	☐ Yes ☐ No ☐ N/A		
18	RTA / Issuer Companies issues a reminder after the end of 45 days and 90 days from the date of issuance of Letter of Confirmation, informing the securities holder/claimant to submit the demat request, in case no such request has been received by the RTA / Issuer Company. (Ref Comm 2024-72).	☐ Yes ☐ No ☐ N/A		
19	RTA / Issuer Companies credited the securities to the Suspense Escrow Demat Account of the Company in case securities holder/claimant fails to submit the demat request within 120 days. (Ref Comm 2024-72).	☐ Yes ☐ No ☐ N/A		
20	The name of the BO as appearing on the Issue Application Form is verified against	☐ Yes ☐ No		

Sr. No.	Particulars checked	Comments	No. of Instances	Remarks of internal auditor
	the details downloaded by CDSL (Report RT25).	☐ N/A		
21	Neither the audit firm nor any of the partner/ employees of the firm conducting internal audit of the RTA are directly or indirectly interested or associated with the RTA and do not have conflict of interest whatsoever.	☐ Yes ☐ No ☐ N/A		
22	Information provided by the RTA for the previous Half-yearly Compliance Certificate has been verified and found to be factual.	☐ Yes ☐ No ☐ N/A		

(15) Record Maintenance

Sr. No.	Particulars checked	Comments	No of instances	Remarks of internal auditor
1	The Original DRF, TRPF and RRFs are kept in a manner so that they can be retrieved at any time.	☐ Yes ☐ No ☐ N/A		
2	Record of all the rejections sent by the Issuer / RTA along with all the necessary documents such as copies of Court orders, order of any tribunal etc. are maintained.	☐ Yes ☐ No ☐ N/A		
3	Record of the Folio Nos., Distinctive Nos. and Certificate Nos. issued against any remat request is maintained.	☐ Yes ☐ No ☐ N/A		
4	All documents required for corporate action are maintained as per SEBI and CDSL guidelines.	☐ Yes ☐ No ☐ N/A		

5	There is a system in place to maintain all the records and written instructions received from DPs / BOs for a minimum period of 8 years or any such period as specified by SEBI /CDSL/ Prevention of Money Laundering Act 2002, whichever is higher.	☐ Yes ☐ No ☐ N/A		
---	--	---	--	--

(16) Details of the Audit Firms to be provided (Mandatory requirement):

Name of the Audit Firm conducting Internal Audit	:	
Address of the Audit Firm	:	
PAN of the Audit Firm	:	
Office Phone No.	:	
Email id of the Firm	:	
Registration No. of the Firm	:	
Name of the Auditor	:	
Designation of Auditor	:	
PAN Number of the Auditor	:	
Mobile Number of the Auditor	:	
NISM-Series-II-A: Registrars to an issue and Share Transfer Agents-Corporate Certificate Number (of Auditor i.e. person conducting the internal audit]	:	(Mentioned Certificate number of Auditor)
NISM Upload	:	(Need to upload NISM Certificate)
NISM- Series-II-A Certificate Valid Up to	:	(Select Date from Calander)
Unique Document Identification Number (UDIN)	:	

Conflict of Interest certificate:

☐ We hereby confirm that neither the firm nor any of the partner/ employees of the firm are directly or indirectly interested or associated with (Name of the RTA) whose internal audit is carried out.

Stamp/Seal & Signature of the Internal Auditor : _____ **Date:** _____

Management Comments : _____

Stamp and Signature of RTA : _____ **Date:** _____

A. Process for Internal Audit Report Submission by Auditor to RTA -:

1. **Login:** Auditors are required to access the Internal Audit Report module by clicking the link below

Login credentials to be used:

- **Login Type:** Auditor
- **User ID:** Registered Email ID of the Auditor
- **Password:** As created by the user
- **Captcha:** As displayed on the screen

Click “Sign In” to proceed. **(Figure 1)**

Note: In case of password change, click on “Forgot Password”

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AUDIT APPLICATION

SIGN IN

Login Type: Auditor

User ID: Enter Login ID

Password: Password

Captcha: d81262

Enter Code

Sign In

[Forgot password](#) [Registration for DP / RTA](#)

2. Select Audit Type “**RTA INTERNAL AUDIT REPORT**”. Enter the **Audit Month** from available drop-down list and Select **RTA details**. Click on “**Confirm**” to proceed further. (Refer Figure 2)

Figure 2

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AUDIT APPLICATION

Select Audit Type: RTA INTERNAL AUDIT REPORT

Select Audit Month: --Select--

Select DP / RTA: --Select--

Confirm

[View Auditor Profile](#)

[View Pending Submission](#) [View Pending Non-Compliance](#)

[Go to Login](#) | [Change Password](#)

3. Auditor Details & Sampling Plan (Refer Figure 3):

On the subsequent screen, the Auditor is required to update the following:

- **Name of the person conducting the audit**
- **Details of any regulatory action** taken against the RTA Internal Auditor / Partner / Director (if applicable)

Sampling Plan:

- Enter the **Total count** for each audit area for the audit period
- Verify that the **sample size meets the prescribed sampling percentage**
- Click **“Update Sampling”** after entering the details

Figure 3


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AUDIT APPLICATION

RTA Internal Audit Report

➤ Audit Type :- RTA Internal Audit

➤ Audit Month :-

➤ Schedule No :-

➤ Auditor Name :-

➤ RTA DP Name(ID) :-

➤ As on :-

➤ Name of the person conducting the Audit :-

➤ Any regulatory action taken against RTA Internal Auditor/Partner/Director :-

Sampling Plan

Audit Area	Total Count	Sample Size (In Actual Numbers)	Sample Size(%)
Dematerialization (at least 25%)			
De-Statementatisation (at least 25%)			
Dematerialization Rejections (at least 25%)			
De-Statementatisation Rejections (at least 25%)			
Rematerialisation (at least 25%)			
Re-Statementatisation (at least 25%)			
Rematerialisation rejection (at least 25%)			
Re-Statementatisation rejection (at least 25%)			
Grievances received in respect of RTA operations received by RTA/Issuer (100%)			
Other Areas (at least 25%) e.g. IPO / Corporate action, Distinctive Nos, transfer of locked-in securities etc...			
Reconciliation (at least as on two different dates for all the ISINs (100%) associated with the RTA)			



System Enhancement for Half-Yearly RTA IAR Submission

4. For **Half-Yearly RTA Internal Audit Reports**, the system has been enhanced and the following **mandatory details** must be updated by the Auditor:

(Refer Figure 4)

Figure 4

A. Details of Internal Auditors

1. Name of the Audit Firm conducting Internal Audit	All * points are mandatory	
2. Address of the Audit Firm	All * points are mandatory	
3. PAN of the Audit Firm	All * points are mandatory	
4. Office Phone No.	All * points are mandatory	
5. Email id of the Firm	All * points are mandatory	
6. Registration No. of the Firm	All * points are mandatory	
7. Name of the Auditor	All * points are mandatory	
8. Designation of Auditor	All * points are mandatory	
9. Registration no. of Auditor	All * points are mandatory	
10. Pan Number of the Auditor.	All * points are mandatory	
11. Mobile Number of the Auditor.	All * points are mandatory	
12. NISM-Series-II-A: Registrars to an Issue and Share Transfer Agents-Corporate Certificate Number	All * points are mandatory	
13. NISM Upload	Choose File No file chosen	Upload
14. NISM-Series-II-A certification Valid Up to	28-Jul-2025	Calendar
15. Unique Document Identification Number (UDIN)		

Note:

- **Complete all required fields displayed on the screen.**
- Upload the NISM Certificate of the Auditor in:
 - Sr. No. 13 – Certificate upload
 - Sr. No. 14 – Certificate validity date (to be selected from calendar)

After filling in all mandatory details, click **“Save Auditor Details”**.

5. Website Related Compliance (Refer Figure 5):

Under the Website Compliance Section:

- Indicate the availability of various services / functionalities on the RTA website by selecting Yes / No
- If “Yes” is selected, provide the relevant supporting URL where the service is available
- Click “Save Compliance RTA (URL) Details”
- Kindly ensure that the **specific webpage URL** corresponding to the applicable compliance requirement is provided in the system. For example, where verification relates to the **Investor Charter**, the Auditor/RTA should furnish the direct URL of the webpage on which the Investor Charter is displayed, rather than providing only the website home page URL.

Similarly, for all website-related compliance points, the exact link where the relevant information is hosted should be captured to facilitate proper verification and audit trail.

Figure 5

Website Compliance RTA (URL)

Sr. No.	Particulars	Whether Available on Website? (Yes/No)	If Yes, Provide Website Link (URL Mandatory)
1	Designated email ID and other relevant details for redressal of investor complaints	--Select--	
2	Investor charter displayed on website (Ref Comm 2024-72).	--Select--	
3	Data on complaints received against the RTA (or issues dealt with) and status of redressal	--Select--	
4	Display of Online Resolution of Disputes (ODR) portal link on the homepage of website and mobile app.	--Select--	
5	Display of Investor Grievance Escalation Matrix on website.	--Select--	

[Save Compliance RTA \(URL\) Details](#) 

6. UDIN Entry & Generation of RTA IAR File: The UDIN must be entered by the Auditor in Sr. No. 15 under Details of Internal Auditor

- Click “Save RTA IAR Details”
- After saving the details, click “Generate RTA IAR File”

Note: Entry of UDIN is mandatory before generation of the RTA IAR file.

[Save RTA IAR Details](#)
[Submit to RTA](#)
[Generate RTA IAR File](#)
[Upload RTA IAR File](#)
[Attach Files](#)

B. Process for Submission of Internal Audit Report by RTA-:

1. Login: RTA shall access the portal using the link below.

<https://auditweb.cdslindia.com/login.aspx>

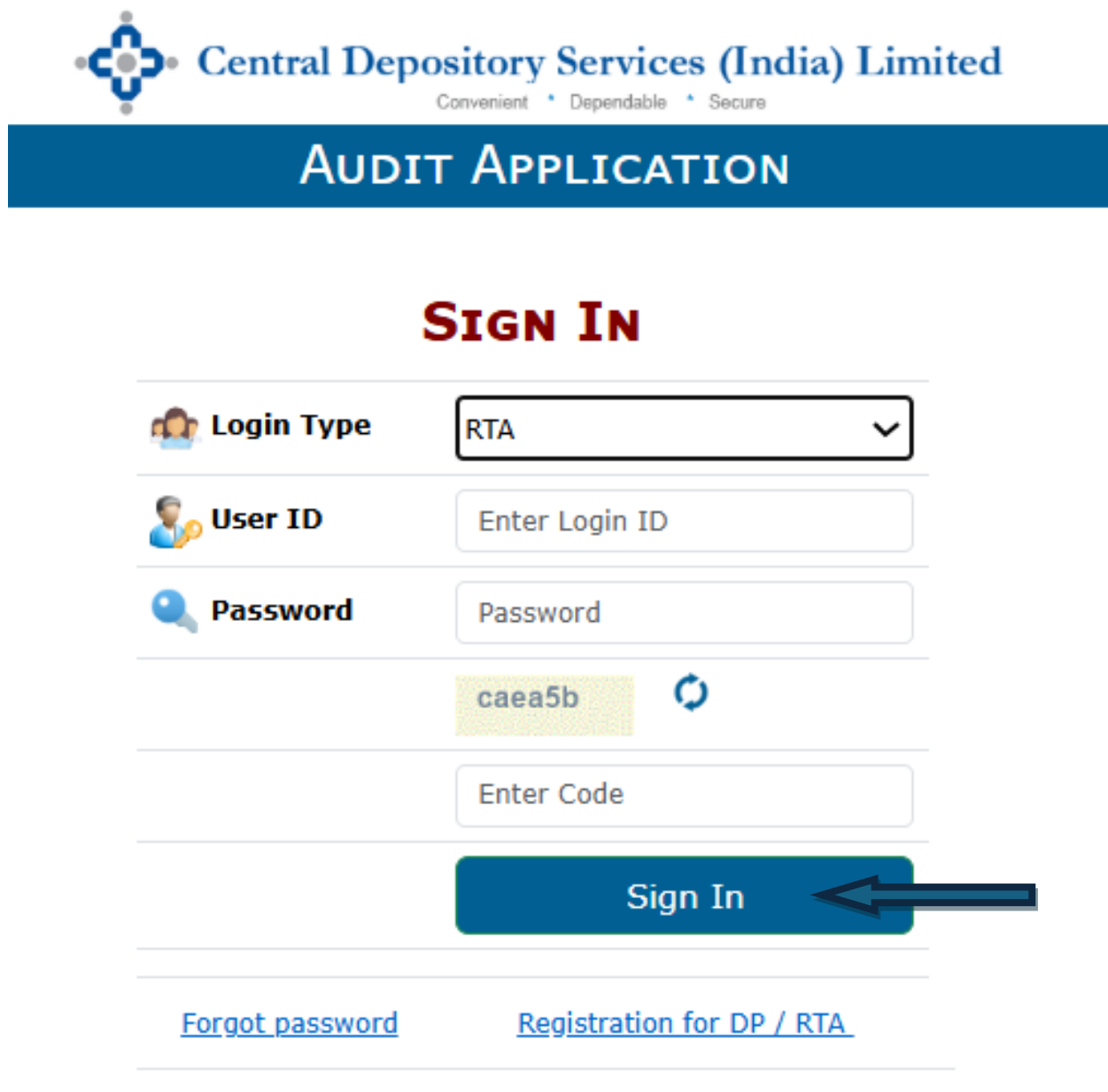
Login credentials:

- **Login Type:** RTA
- **User ID:** RTA ID (XXXXXX)
- **Password:** As assigned
- **Captcha:** As displayed

Click “**Sign In**” to proceed.

Note: “Forgot Password” option may be used if required. (Refer Figure 6)

Figure 6



The screenshot displays the login interface for the Central Depository Services (India) Limited Audit Application. At the top, the company logo and name are shown, followed by the tagline 'Convenient * Dependable * Secure'. Below this is a blue banner with the text 'AUDIT APPLICATION'. The main heading 'SIGN IN' is prominently displayed in red. The login form consists of several fields: 'Login Type' with a dropdown menu set to 'RTA', 'User ID' with a placeholder 'Enter Login ID', 'Password' with a placeholder 'Password', and a CAPTCHA section showing the code 'caea5b' and a refresh button. Below the CAPTCHA is a field for 'Enter Code'. A large blue 'Sign In' button is positioned below the form fields, with a black arrow pointing to it from the right. At the bottom of the form, there are two links: 'Forgot password' and 'Registration for DP / RTA'.

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AUDIT APPLICATION

SIGN IN

Login Type RTA

User ID Enter Login ID

Password Password

caea5b

Enter Code

Sign In

[Forgot password](#) [Registration for DP / RTA](#)

2. Select Audit Type “RTA INTERNAL AUDIT REPORT” (Refer Figure 7):

- Select Audit Type: RTA Internal Audit Report
- Select the Audit Month
- Select RTA details
- Click “Confirm”

Figure 7



 **Central Depository Services (India) Limited**
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AUDIT APPLICATION

Select Audit Type	RTA INTERNAL AUDIT REPORT	▼
Select Audit Month	--Select--	▼
Select DP / RTA	--Select--	▼

Confirm

[View DP / RTA Profile and Status of Reports](#)

[View Investor Complaints](#)

[View Pending Submission](#) [View Pending Non-Compliance](#)

[Go to Login](#) | [Change Password](#)

[Registration for Auditor](#) | [Registration for VAPT / IT Auditor](#) | [Registration for Designated Officer](#) | [User registration - Bidding DP](#)

The RTA will now be able to view the details uploaded by the Auditor.

3. Updating RTA / Compliance Officer Details. (Refer Figure 8).

The following details must be updated by the RTA / Compliance Officer:

Figure 8

C. Details of RTA Compliance Officer

1. Name of RTA Compliance Officer	
2. PAN of the RTA Compliance Officer	
3. Mobile Number RTA Compliance Officer.	
4. Email ID of the RTA Compliance Officer	
5. NISM Certification (Series IIA) Registration Number of RTA Compliance Officer	
6. NISM Certification (Series IIA) Valid Upto	04-Apr-2025
7. NISM Upload	Choose File No file chosen Upload



Note:

Upload the **NISM certificate of the Auditor** in the relevant section (Sr. No. 07)

4. RTA Remarks: (Figure 9)

- Enter remarks in the “RTA Remarks” column
- Click “Save RTA IAR Details”

Figure 9

Operation is Pending Non-Compliance points (NO / NA)

Account Head	Compliance ID	Compliance Area	Comments by Auditor	Sample	Instance	Auditor_Remarks	RTA_Remarks	History Remarks



5. Submission to Auditor and Final Submission to CDSL: Submit to Auditor: Once all mandatory details are uploaded in the RTA IAR by RTA, click on “Submit to Auditor” to proceed with finalization for digital signature and UDIN.



[Save RTA IAR Details](#)

[Submit to Auditor](#)

[Generate RTA IAR File](#)

[Upload RTA IAR File](#)

[Attach Files](#)

- ❖ The Auditor will:
 - Upload the **UDIN**
 - Upload the **digitally signed IAR**
- ❖ Post auditor submission:
 - RTA will download the report
 - Digitally sign the IAR (**by Compliance Officer**)
 - Upload the signed RTA IAR file
 - Click “**Submit to CDSL**”

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AUDIT APPLICATION

File Upload

[Choose File](#) No file chosen

[Upload](#)

IAR_September_2025_33200_Aud.pdf has been uploaded.

Upon successful submission:

An auto-generated email confirmation will be sent to the RTA stating:

“The RTA Internal Audit Report (IAR) has been successfully submitted to CDSL.”