



INVESTOR CHARTER FOR DEPOSITORIES AND DEPOSITORY PARTICIPANTS

1. Vision

Towards making Indian Securities Market - Transparent, Efficient, & Investor friendly by providing safe, reliable, transparent and trusted record keeping platform for investors to hold and transfer securities in dematerialized form.

2. Mission

- To hold securities of investors in dematerialized form and facilitate its transfer, while ensuring safekeeping of securities and protecting interest of investors.
- To provide timely and accurate information to investors with regard to their holding and transfer of securities held by them.
- To provide the highest standards of investor education, investor awareness and timely services so as to enhance Investor Protection and create awareness about Investor Rights.

3. Details of business transacted by the Depository and Depository Participant (DP)

A Depository is an organization which holds securities of investors in electronic form. Depositories provide services to various market participants - Exchanges, Clearing Corporations, Depository Participants (DPs), Issuers and Investors in both primary as well as secondary markets. The depository carries out its activities through its agents which are known as Depository Participants (DP).

There are two Depositories in India, namely, Central Depository Services (India) Ltd (CDSL) and National Securities Depository Ltd (NSDL).

Finwizard Technology Private Ltd (FISDOM) is registered as a DP with CDSL and NSDL to provide Depository services to our customers.

4. Description of services provided by Depository through FISDOM to investors

(1) Basic Services

Sr. No.	Brief about the Activity / Service	Expected Timelines for processing by FISDOM after receipt of proper documents from the customer
1.	Dematerialization of securities – conversion of physical share certificates to electronic form.	7 days
2.	Rematerialization of securities – conversion of electronic holdings to physical share certificates.	7 days
3.	Mutual Fund Conversion / Destatementization– conversion of MF statements to electronic form.	5 days
4.	Re-conversion / Restatementisation of Mutual fund units – conversion of Electronic MF holdings to physical statement form.	7 days

5.	Transmission of securities - Transfer of securities to the DP account of the Nominee(s) / Successor(s) / surviving Joint holder(s) on the death of Sole holder / Joint holder(s).	7 days
6.	Registering pledge request	15 days
7.	Closure of demat account	30 days
8.	Settlement Instruction	Physical DIS – up to 4 p. m. on T+1 day. Electronic DIS - up to 6 p. m on T+1 day.

- (2) Depositories provide special services like pledge, hypothecation, internet-based services etc. in addition to their core services and these include:

Sr. No.	Type of Activity /Service	Brief about the Activity / Service
1.	Value Added Services	Depositories also provide value added services such as: a. Basic Services Demat Account (BSDA) . b. Transposition cum dematerialization . c. Linkages with Clearing System . d. Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs etc.), stock lending.
2.	Consolidated Account statement (CAS)	The consolidated account statement is a single document that provides the investor with all the pertinent details of their transactions and investments related to depository accounts and mutual funds investment in an organized manner. CAS is issued 10 days from the end of the month (if there were transactions in the previous month) or half yearly (if no transactions).
3.	Digitalization of services provided by CDSL	Depositories offer below technology solutions and e-facilities to their demat account holders through FISDOM: a. E-account opening b. Online instructions for execution . c. e-DIS / Demat Gateway . d. e-CAS facility . e. Miscellaneous services .

5. Details of Grievance Redressal Mechanism

- (1) The Process of investor grievance redressal.

1.	Investor Complaint/ Grievances	Investor can lodge complaint/ grievance against CDSL/ FISDOM in the following ways: a. Electronic mode - (i) SCORES (a web based centralized grievance redressal system of SEBI). https://www.scores.gov.in/scores/Welcome.html
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		<p>(ii) CDSL’s web portal dedicated for the filing of complaint. https://www.cdslindia.com/Footer/grievances.aspx</p> <p>(iii) Emails to designated email IDs of CDSL - complaints@cdslindia.com.</p> <p>(iv) Respective Depository’s web portal dedicated for the filing of complaint https://www.epass.nsd.com/complaints/websitescomplaints.aspx</p> <p>(v) Emails to designated email IDs of Depository relations@nsdl.co.in</p> <p>(vi) Emails to designated email IDs of FISDOM – ask@fisdome.com</p> <p>b. Offline mode: Call the dedicated Customer care numbers of FISDOM – 9642596425. The complaints/ grievances lodged through any of the above-mentioned options shall be resolved within 30 days</p>
2.	Investor Grievance Redressal Committee of CDSL	If no amicable resolution is arrived, then the Investor has the option to refer the complaint/ grievance to the Grievance Redressal Committee (GRC) of Depository. Upon receipt of reference, the GRC will endeavour to resolve the complaint/ grievance by hearing the parties and examining the necessary information and documents.
3.	Arbitration proceedings	The Investor may also avail the arbitration mechanism set out in the Byelaws and Business Rules/Operating Instructions of Depository in relation to any grievance, or dispute relating to depository services. The arbitration reference shall be concluded by way of issue of an arbitral award within 4 months from the date of appointment of arbitrator(s).

(2) For the Multi-level complaint resolution mechanism available at FISDOM & CDSL please refer to link [Complaint Resolution process. – Click here to view](#)

6. **Guidance pertaining to special circumstances related to market activities:**

Sr. No.	Type of special circumstances	Timelines for the Activity/ Service
1.	<ul style="list-style-type: none"> Depositories to terminate the participation in case a participant no longer meets the eligibility criteria and/or any other grounds as mentioned in the bye laws like suspension of trading member by the Stock Exchanges. Participant surrenders the participation by its own wish. 	Client will have a right to transfer all its securities to any other Participant of its choice without any charges for the transfer within 30 days from the date of intimation by way of letter/email.



7. Dos and Don'ts for Investors

For Do's and Don'ts please refer to the link [Dos and Don'ts for Investor](#).

8. Rights of investors

For rights, please refer to the link [Rights of investors](#).

9. Responsibilities of Investors

For responsibilities, please refer to the link [Responsibilities of Investors](#).