

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 2.0 (a web based centralized grievance redressal system of SEBI). https://scores.sebi.gov.in/
----	--------------------------------	---

		<p><u>Two Level Review for complaint/grievance against DP:</u></p> <ul style="list-style-type: none"> - ___ First review done by Designated Body - ___ Second review done by SEBI <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) NSDL's web portal dedicated for the filing of complaint https://www.epass.nsdl.com/complaints/websites/complaints.aspx</p> <p>(v) Emails to designated email IDs of NSDL - 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 21 days.</p>
2.	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	<p>If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/grievance on SMART ODR platform for its resolution through by online conciliation or arbitration.</p> <p>SMART ODR - https://smartodr.in</p>
3.	Steps to be followed in ODR for Review, Conciliation and Arbitration	<ul style="list-style-type: none"> - Investor to approach Market Participant for redressal of complaint - If investor is not satisfied with response of Market Participant, he/she can escalate the complaint on SEBI SCORES portal. - Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration. - Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days. - If the matter could not be amicably resolved, then the investor may request the MII to refer the matter case for conciliation. - During the conciliation process, the conciliator will endeavor for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator. - If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration.

		- The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days.
--	--	--

(2) For the Multi-level complaint resolution mechanism available at FISDOM, CDSL & NSDL 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](#).

10. **Code of Conduct for Depositories**

For code of conduct of depositories, please refer to the link [Code of Conduct for Depositories](#).

11. **Code of Conduct for Participants**

For code of conduct for participants, please refer to the link [Code of Conduct for Participants](#).