

INVESTOR CHARTER - DESIGNATED DEPOSITORY PARTICIPANTS

VISION STATEMENT:

"To make India an investor friendly country through efficient Regulations".

MISSION STATEMENT:

"To serve all investors by promoting the highest standards of ethics, professional excellence and investor protection"

TIMELINES PERTAINING TO VARIOUS SERVICES PROVIDED BY DDP

| S.no. | Type of Service | Expected Timelines * | | |
|-------|---|---|---|--|
| 1 | FPI registration | | | |
| | (a) Fresh Registration | Within 30 days | | |
| | (b) Renewal of FPI Registration | Within 15 days | | |
| | (c) Surrender of FPI Registration | Within 10 working days of receipt of NOC from SEBI | | |
| 2 | Change in DDP cum Custodian | Within 30 days of receipt of approval from incoming DDP | | |
| 3 | Off-Market (Free of Payment) transfers permitted as per SEBI Operational Guidelines for FPIs, DDPs and EFIs | Within 15 days | | |
| 4 | KYC Review / Update | Jurisdiction | FPI Category-I | FPI Category-II |
| | | High Risk | Registered under Reg. 5(a)(i)- During continuance of registration i.e. every 3 years. Others Annually | Annually |
| | | Non-High Risk | During continuance of registration i.e. every 3 years. | Regulated entities during continuance of registration i.e. every 3 years. Others-Annually |

* above timelines will apply to cases where application is complete in all respects



General Guidance for Investors:

| S.no. | Guidance |
|-------|---|
| 1 | Provide Complete, Accurate and Latest information for FPI registration. |
| 2 | Adhere to all the rules, regulations, investment limits / conditions prescribed by the Regulators and Government of India. |
| 3 | Sell or write-off securities holdings prior to expiry of the FPI registration in case the FPI wish to surrender its registration. |
| 4 | Inform Forthwith any changes in information or particulars pertaining the FPI registration. |
| 5 | Investors have Right of Fair and Equitable Treatment and Confidentiality of Information as per SEBI FPI Relations, 2019 and SEBI Operational Guidelines for FPIs, DDPs and EFIs . |
| 6 | Investors have Right to expect Redressal of Grievances in a time bound manner and ensure to collect contact details of key personnel for Escalation and Resolution of grievances |

Grievance Redressal Mechanism

- Approach the DDP at the designated Investor Grievance e-mail ID –“ddp.grievances@kotak.com” with complete details of complaints for redressal of investor grievances in a time bound manner.
- The complaint not redressed at DDP level, maybe lodged with SEBI on SCORES (a web based centralized investor grievance redressal mechanism at SEBI) <https://www.scores.gov.in/scores/Welcome.html>
- After exhausting all the options for resolution of the grievance, if you are still not satisfied with the outcome, you may avail the services of a common “Online Dispute Resolution Portal (“ODR Portal”) established under the aegis of the stock exchanges and depositories. ODR Portal harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market. The ODR portal can be accessed at the link: <https://smartodr.in/login>

Note - The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of the paragraph 11 above or SCORES guidelines as applicable or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the Market Participant) or is against the Government of India / President of India or a State Government / Governor of a State.

It is clarified that Listed companies (and their registrars and transfer agents), specified intermediaries and regulated entities specified in Schedules A and B as well as institutional or corporate clients shall initiate claims or disputes in accordance with paragraph 3(a) and/or 3(b) of the Master Circular on ODR dated 28th December 2023 , as applicable, unless the matter is non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced) or is against the Government of India / President of India or a State Government / Governor of a State.