

Circular No.: NSDL/POLICY/2022/122

September 01, 2022

**Subject: Investor Grievance Redressal mechanism - Escalation Matrix**

All Participants are hereby informed that to facilitate investor awareness about various activities, SEBI, in consultation with the market participants, has prepared an Investor Charter for Depository Participants (DPs) inter-alia detailing the services provided to Investors, rights of investors, various activities of Participants with timelines, DOs and DON'Ts for Investors and Grievance Redressal Mechanism. Participants were advised to publish Investor Charter and disclose the Investor Complaints on their respective websites. In order to further strengthen the process of handling Investors Grievances, Participants are advised to take the below measures:

- a) Multiple modes of communication (online/offline) should be made available to the investors, with a view to ensure seamless process in raising the complaints.
- b) Strengthen the complaint redressal mechanism by hiring qualified / dedicated trained resource, impart adequate and timely trainings for better handling and closures of grievances.
- c) Investor Grievances escalation matrix to be explicitly displayed on the DP website under the 'Contact Us' page. The 'Contact Us' link should be placed on the index/homepage of the website. Upon clicking the same, it should display the detail as shared in the **Annexure A** (Copy enclosed). This provision shall come into effect from **September 30, 2022**.
- d) Escalation matrix should also be a part of the complaint redressal communications between Depository Participants and Investors
- e) Acknowledgment should be sent to the investor on receipt of grievance and should state the Complaint reference number in it. This will reduce registering of duplicate complaints.
- f) Participants, who are also stockbrokers, shall provide separate escalation matrix for broking related queries. In case they have a common grievance handling unit, they may display the common escalation matrix as stated under point 'C'.
- g) Enhance Investor education through educational videos, webinars, flyers, bulletin and trainings etc., at various centres
- h) Provide regular updates to investors on changes in rules, regulations & guidelines through support portals & Websites.
- i) Details of services provided by DP/ Depository to clients may be displayed on homepage of the website.
- j) Provision shall be made for online submission and acceptance of requests such as changes in demographic details, closure & KYC related matters.

- k) Conduct regular system & internal audits to reduce the occurrence of technical issues and downtimes.

Participants are requested to take note and comply & adhere with the above guidelines

For and on behalf of

**National Securities Depository Limited**

**Arockiaraj**

**Manager**

Enclosed: One

<b>FORTHCOMING COMPLIANCE</b>			
<b>Particulars</b>	<b>Deadline</b>	<b>Manner of sending</b>	<b>Reference</b>
Investor Grievance Report (Monthly)	By 10th of the following month.	Through e-PASS	Circular No. NSDL/POLICY/2015/0096 dated October 29, 2015
Networth Certificate and Audited Financial Statements.	September 30th every year	By hard copy to Inspection Department	Circular No. NSDL/PI/98/414 dated September 1, 1998

**‘Annexure A’*****Escalation Matrix:***

Details of	Contact Person	Address	Contact No.	Email Id
Customer care				
Head of Customer care				
Compliance Officer				
CEO				

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.