

NATIONAL SECURITIES DEPOSITORY LIMITED

**E-Guide on how to lodge a
Query/Complaint/GRC through
NSDL Website.**

Version: - NSDL/26122022/01

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1. PURPOSE

NSDL facilitates online submission of queries / complaints and tracking of status of it with audit trail. With this investor need not to write email or send physical letter to NSDL, instead sitting at home or office, can submit their queries / complaints online at NSDL homepage/website.

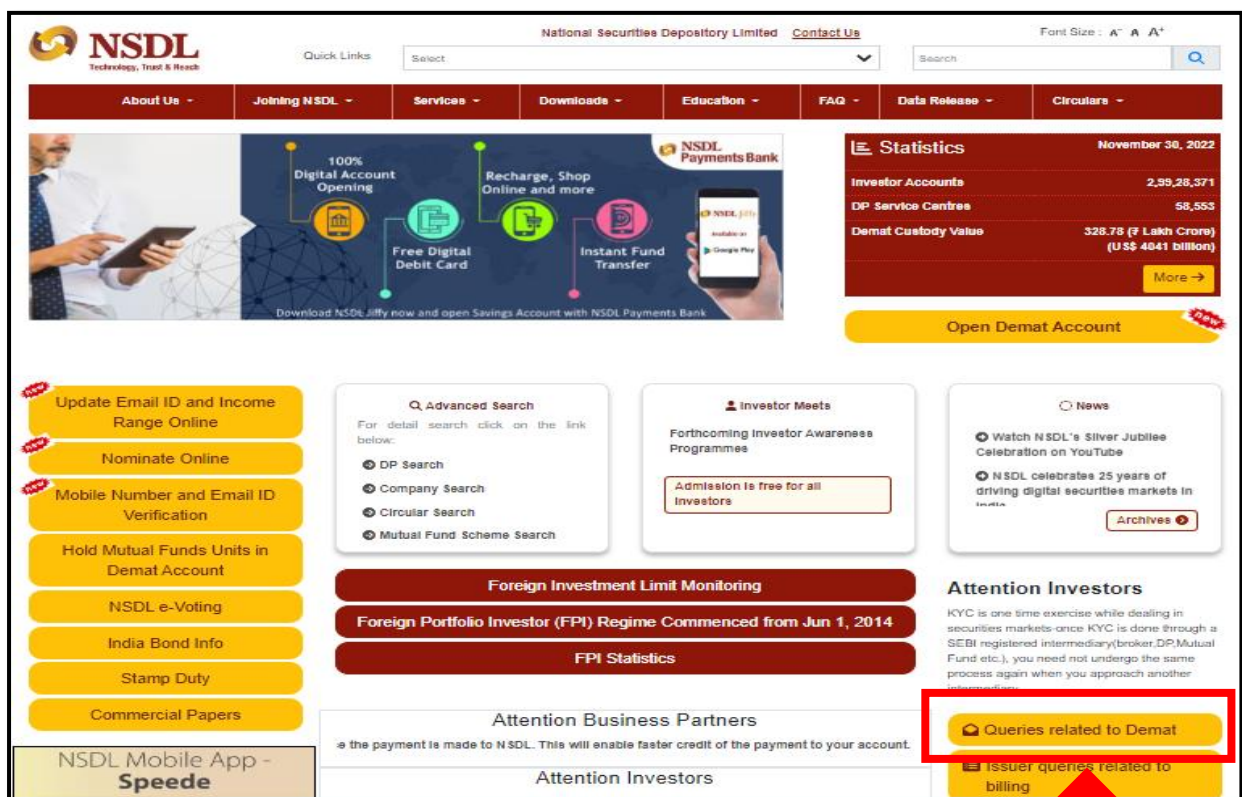
2. LET'S BEGIN WITH LOGIN PAGE

An Investor can lodge a query/complaint by visiting on NSDL website and registering themselves with NSDL.

Kindly visit our website NSDL website and follow below steps to lodge a query/complaint.

Website Link : - [NSDL](https://www.nsdl.co.in)

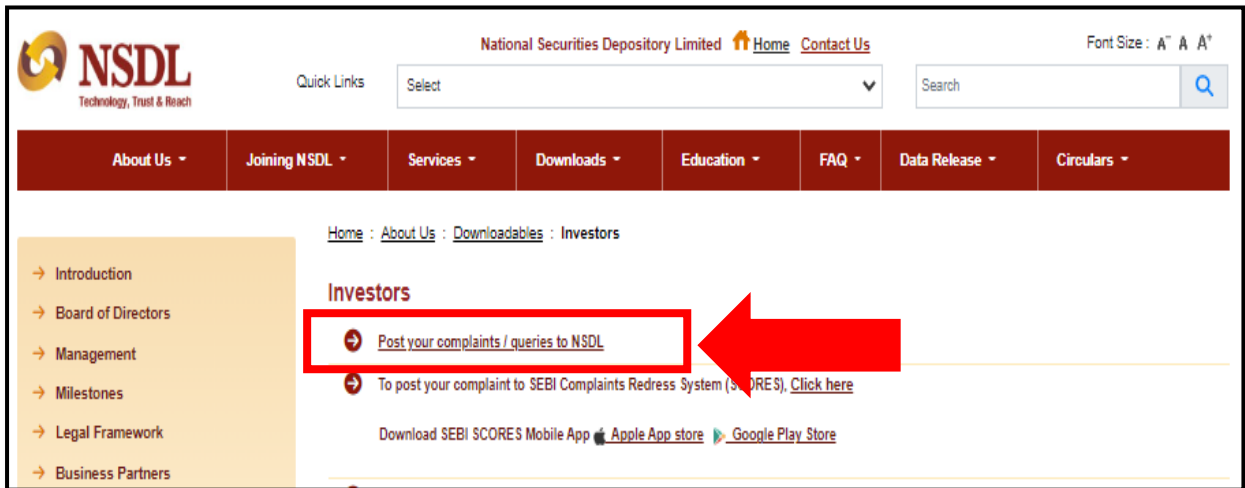
Step 1: - Go to NSDL website and click on “Queries related to Demat” available on homepage.



The screenshot shows the NSDL website homepage. At the top, there is a navigation bar with links for About Us, Joining NSDL, Services, Downloads, Education, FAQ, Data Release, and Circulars. Below the navigation bar is a banner for NSDL Payments Bank with a diagram showing services like 100% Digital Account Opening, Recharge, Shop Online and more, Free Digital Debit Card, and Instant Fund Transfer. To the right of the banner is a Statistics section for November 30, 2022, showing Investor Accounts (2,99,28,371), DP Service Centres (58,555), and Demat Custody Value (₹ 328.78 Lakh Crore / US\$ 4841 billion). Below the banner and statistics are several service buttons: Update Email ID and Income Range Online, Nominate Online, Mobile Number and Email ID Verification, Hold Mutual Funds Units in Demat Account, NSDL e-Voting, India Bond Info, Stamp Duty, and Commercial Papers. There is also an NSDL Mobile App - Speede button. In the center, there is an Advanced Search section with options for DP Search, Company Search, Circular Search, and Mutual Fund Scheme Search. To the right, there is an Investor Meets section and a News section. At the bottom, there is an Attention Investors section with a button for 'Queries related to Demat' highlighted in a red box and a red arrow pointing to it. Below this button is another button for 'Issuer queries related to billing'.

Step 2:- Click on “Post your complaints / queries to NSDL”.

Link :- [NSDL](https://www.nsdl.co.in)



National Securities Depository Limited [Home](#) [Contact Us](#) Font Size: A⁻ A A⁺

Quick Links

[About Us](#) [Joining NSDL](#) [Services](#) [Downloads](#) [Education](#) [FAQ](#) [Data Release](#) [Circulars](#)

[Home](#) : [About Us](#) : [Downloadables](#) : [Investors](#)

[Introduction](#)
[Board of Directors](#)
[Management](#)
[Milestones](#)
[Legal Framework](#)
[Business Partners](#)

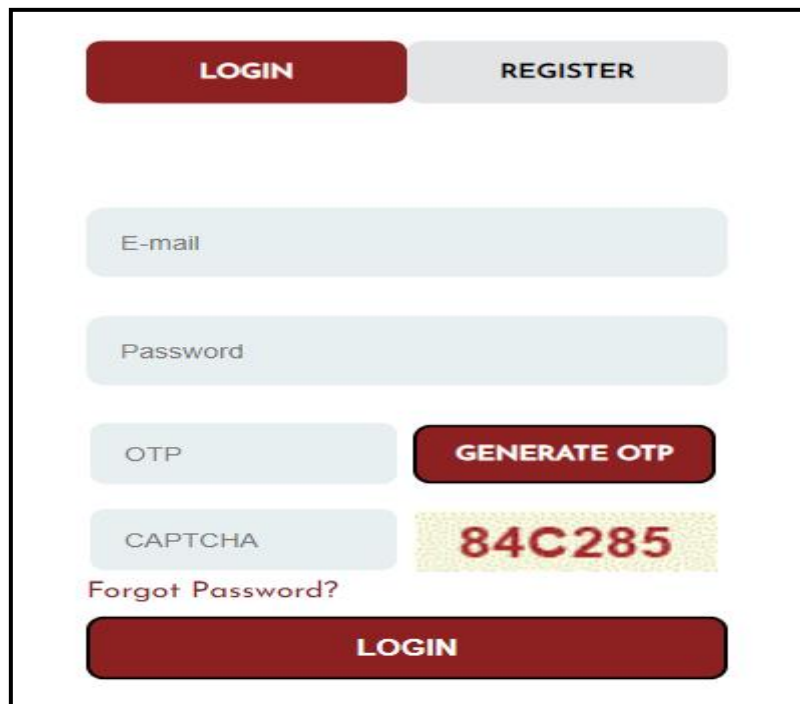
Investors

[Post your complaints / queries to NSDL](#)

[To post your complaint to SEBI Complaints Redress System \(SCORES\), \[Click here\]\(#\)](#)

[Download SEBI SCORES Mobile App](#) [Apple App store](#) [Google Play Store](#)

Step 3:- Investor will get login display. (Please refer below screen shot)



LOGIN **REGISTER**

E-mail

Password

OTP **GENERATE OTP**

CAPTCHA **84C285**

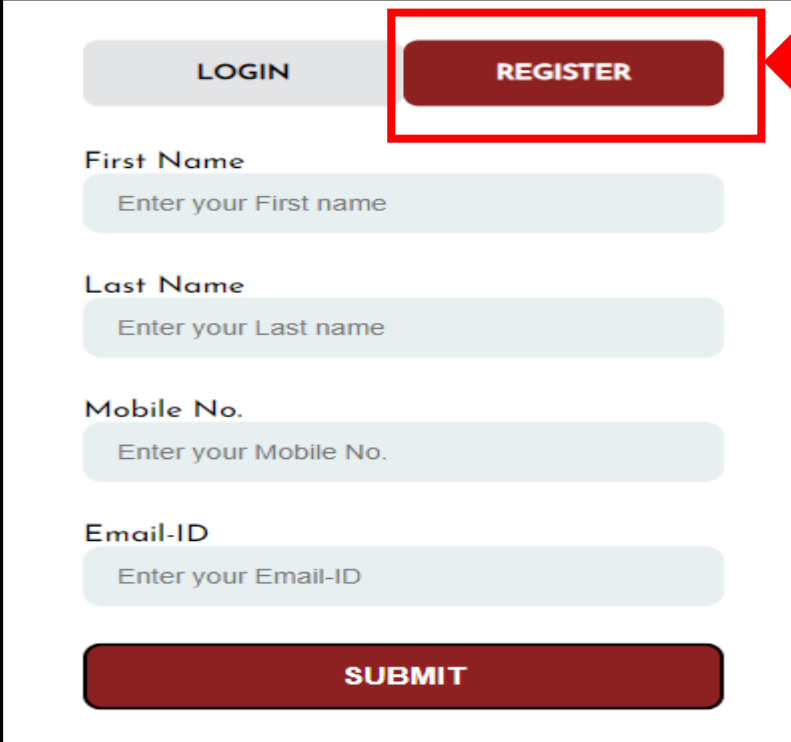
[Forgot Password?](#)

LOGIN

❖ **2.1 Investor Registration Process**

If Investors are not registered then kindly follow below steps to login:-

Step 1:- Kindly click on “Register” option.



LOGIN REGISTER

First Name
Enter your First name

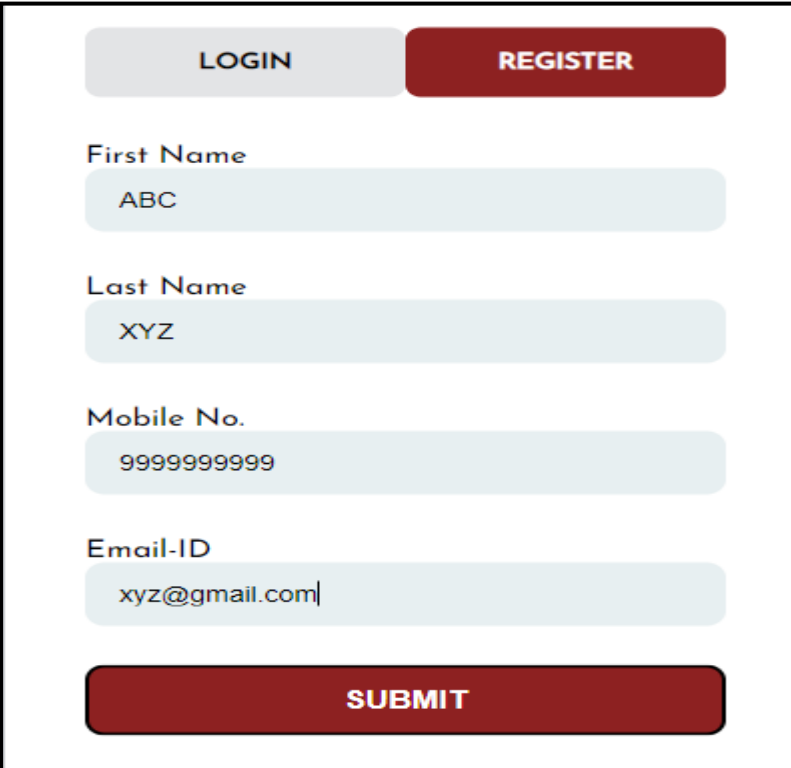
Last Name
Enter your Last name

Mobile No.
Enter your Mobile No.

Email-ID
Enter your Email-ID

SUBMIT

Step 2:- Enter your First Name, Last Name, Registered Mobile no. and Registered Email ID.



LOGIN REGISTER

First Name
ABC

Last Name
XYZ

Mobile No.
9999999999

Email-ID
xyz@gmail.com

SUBMIT

Step 3:- Click on Submit.

LOGINREGISTER


First Name
ABC

Last Name
XYZ

Mobile No.
9999999999

Email-ID
xyz@gmail.com

SUBMIT

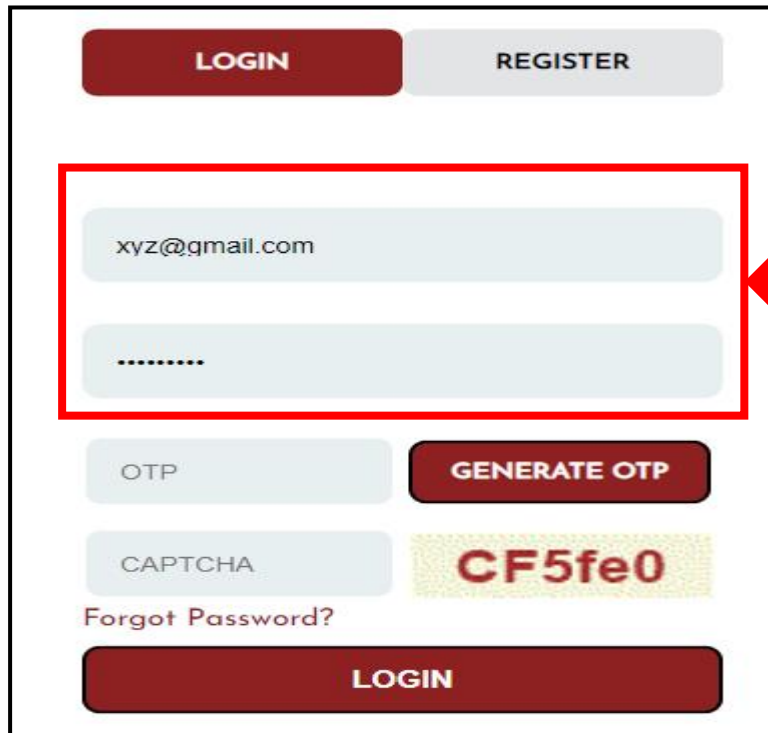


Note: - You will receive login credentials on your registered email ID and then you can click on “Login” option. Enter the required details and you will be logged in.

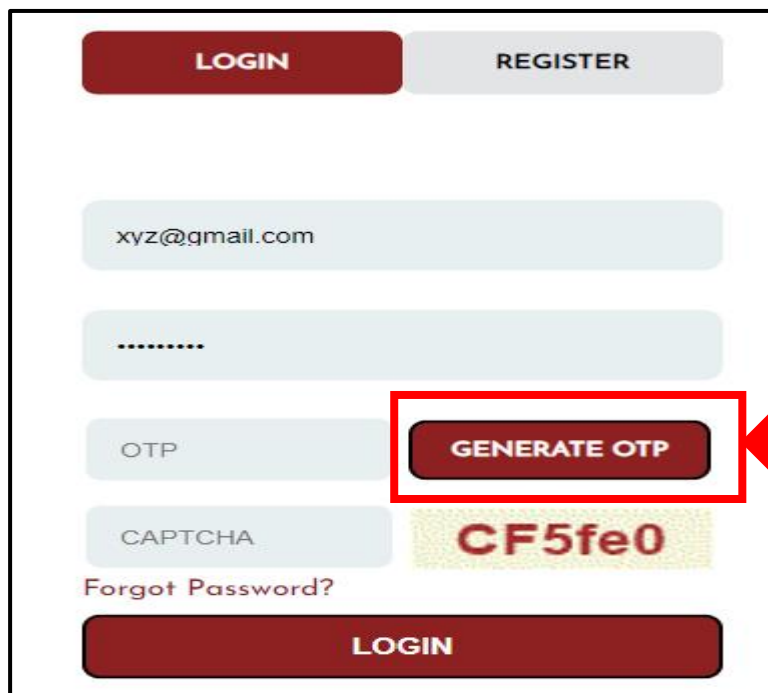
❖ **2.2 Investor Login Page**

If Investors are already registered then kindly follow below steps to login:-

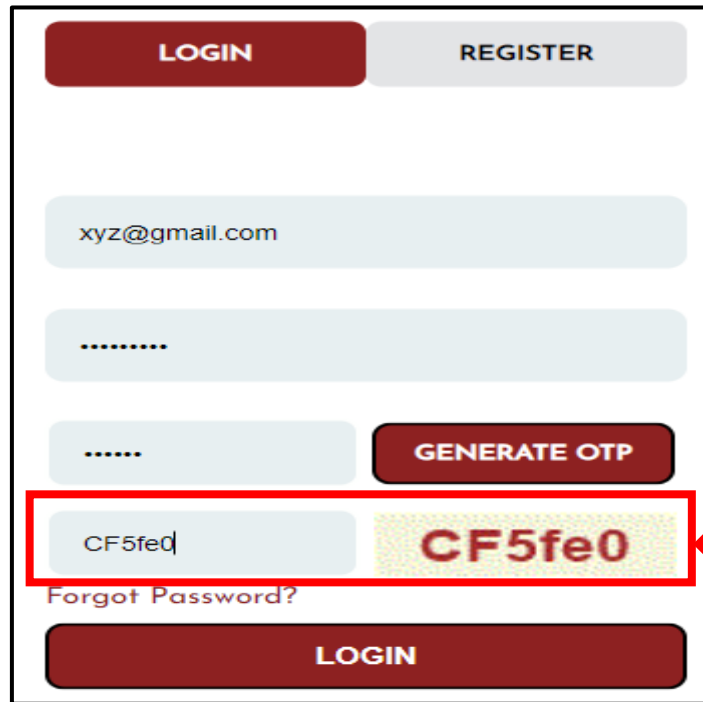
Step 1:- Kindly enter your registered email ID and password.



Step 2:- Click in “Generate OTP” (OTP will be sent to your registered mobile no.)



Step 3:- Enter the CAPTCHA.



LOGIN REGISTER

xyz@gmail.com

.....

.....

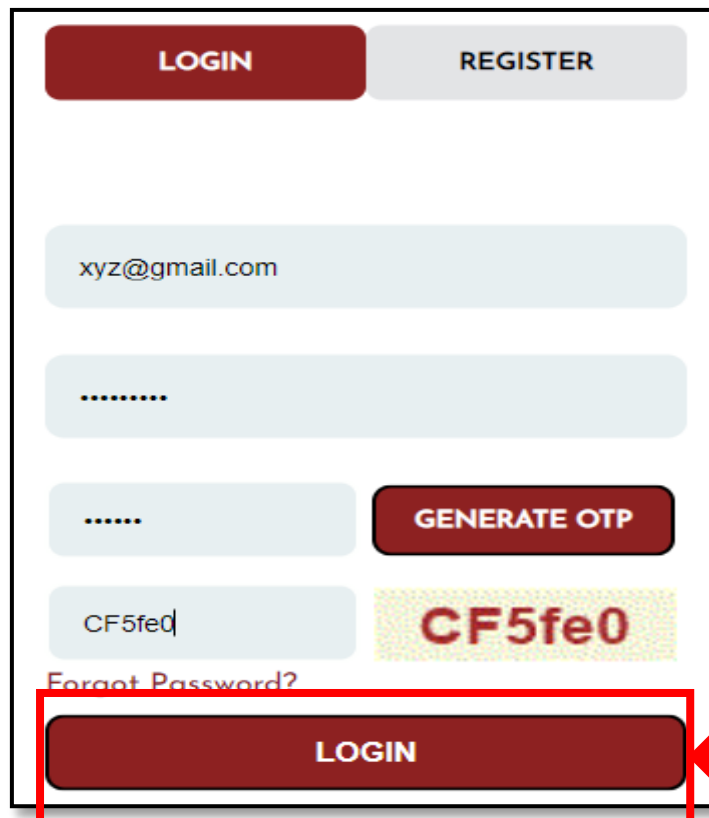
GENERATE OTP

CF5fe0 CF5fe0

Forgot Password?

LOGIN

Step 4:- Click on login.



LOGIN REGISTER

xyz@gmail.com

.....

.....

GENERATE OTP

CF5fe0 CF5fe0

Forgot Password?

LOGIN

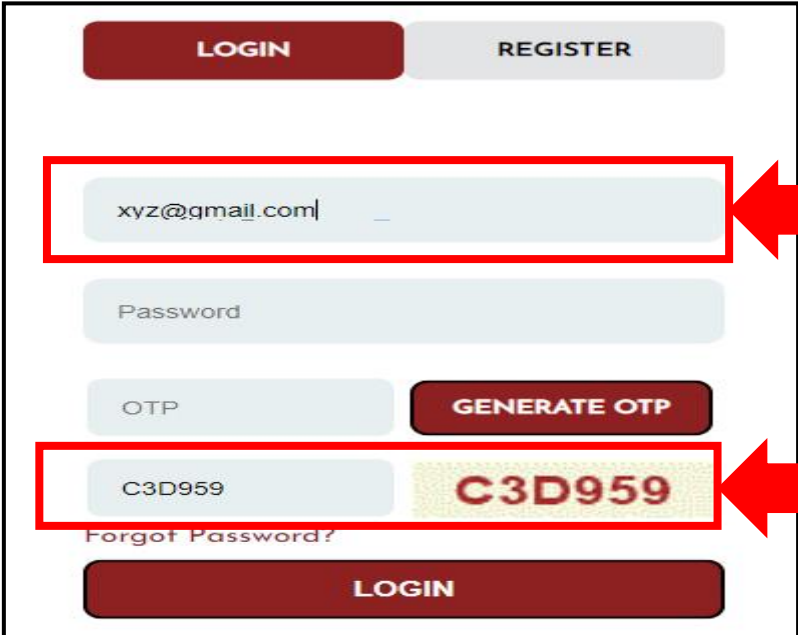
❖ **2.3 Forgot User ID**

Your User ID will always be your registered email ID.

❖ **2.4 Forgot Password**

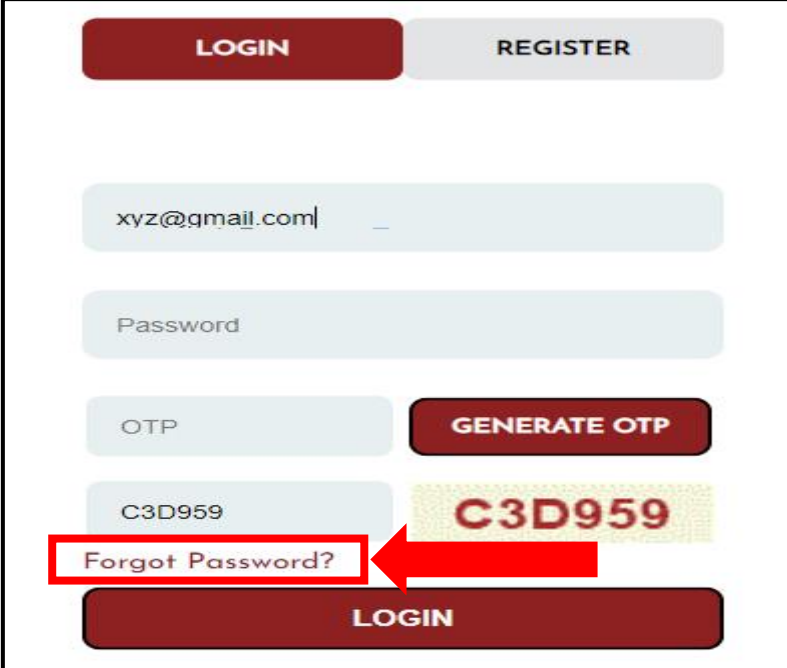
In case, you have forgot your password then kindly follow below steps:-

Step 1:- Enter your registered email ID and CAPTCHA details.



The screenshot shows a web form for forgetting a password. At the top, there are two buttons: "LOGIN" (dark red) and "REGISTER" (light grey). Below these are three input fields: "xyz@gmail.com|" (highlighted with a red box and a red arrow pointing to it), "Password", and "OTP". To the right of the "OTP" field is a "GENERATE OTP" button (dark red). Below the "OTP" field is a CAPTCHA field containing "C3D959" (highlighted with a red box and a red arrow pointing to it). Below the CAPTCHA field is a "Forgot Password?" link. At the bottom of the form is a "LOGIN" button (dark red).

Step 2:- Click on "Forgot Password".



LOGIN REGISTER

xyz@gmail.com | _

Password

OTP

C3D959

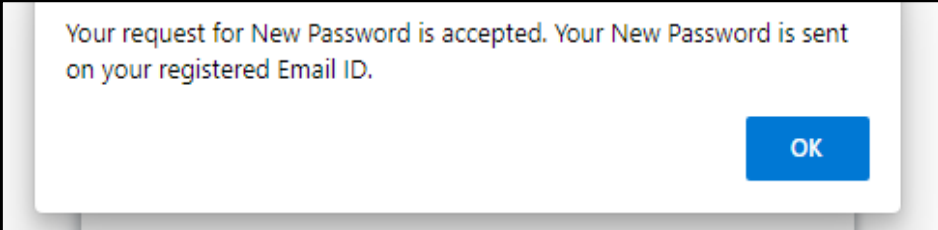
GENERATE OTP

C3D959

Forgot Password?

LOGIN

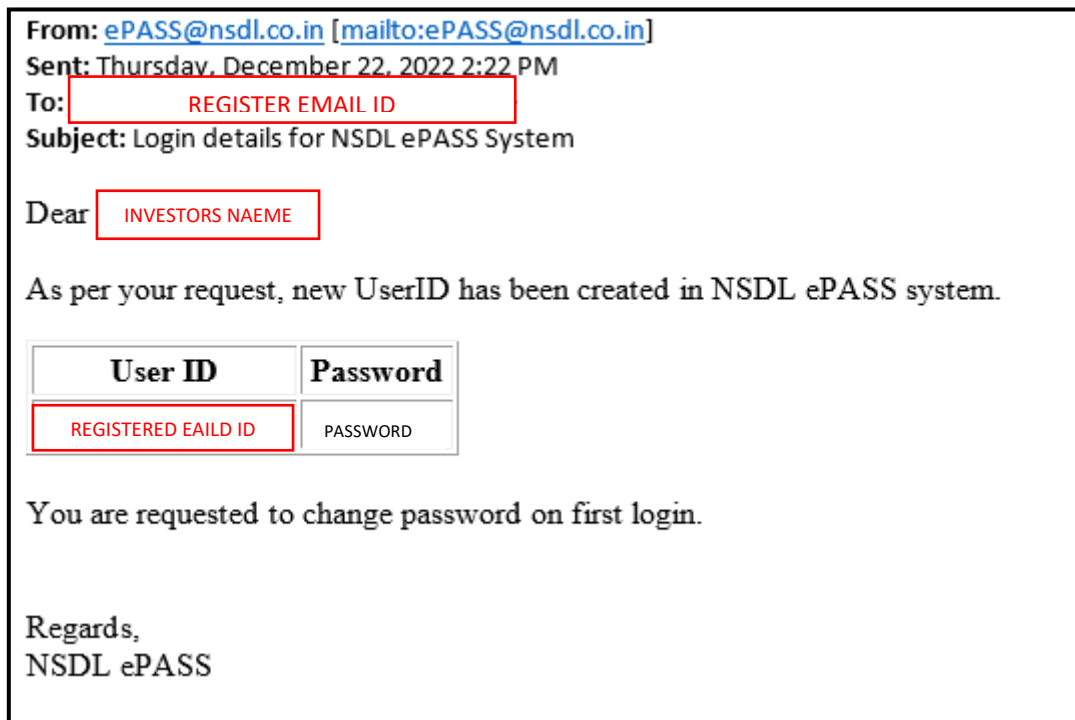
Step 3:- You will receive new password on your registered email id.



Your request for New Password is accepted. Your New Password is sent on your registered Email ID.

OK

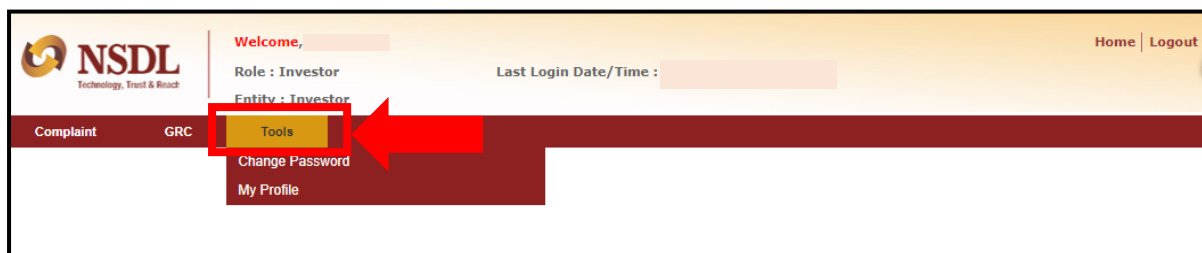
Step 4:- You can login with new password received on your registered email id.



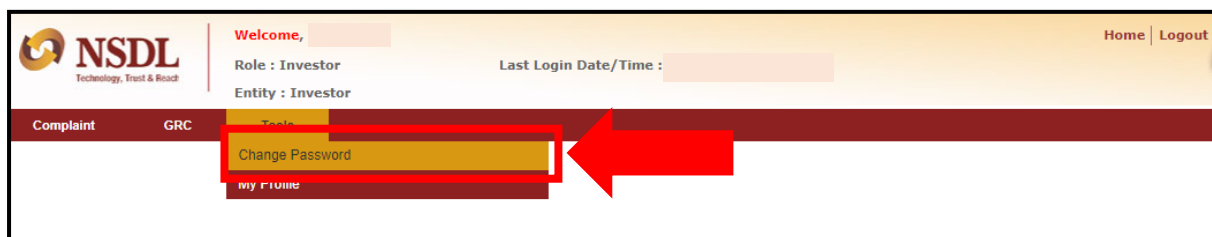
❖ **2.5 Change Password**

In case, you want to change your existing password then kindly follow below steps:-

Step 1:- Click on “Tools”.



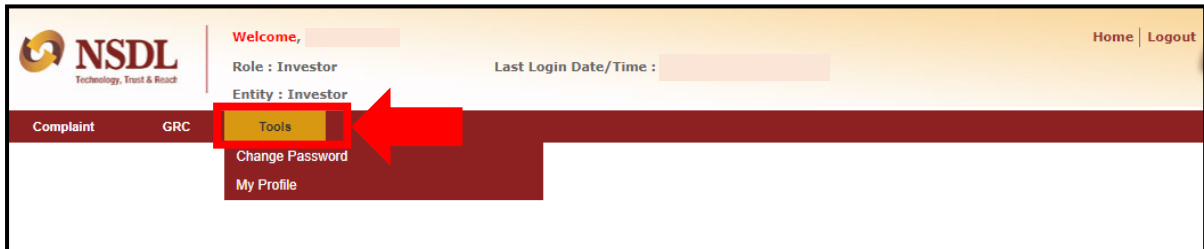
Step 2:- Click on “Change Password” option.



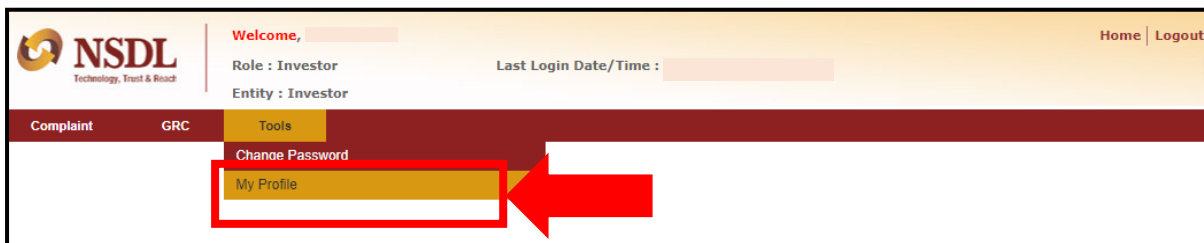
❖ 2.6 My Profile

If you want to view for your profile page, kindly follow below steps:-

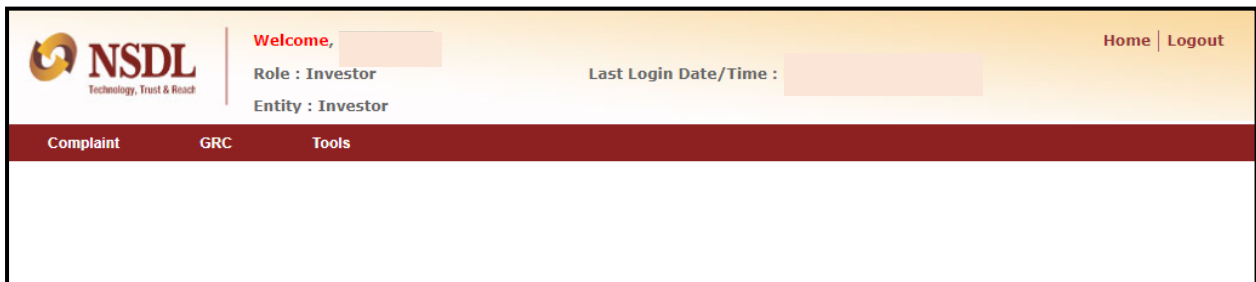
Step 1:- Click on “Tools”.



Step 2:- Click on “My Profile” option.



3. DASHBOARD

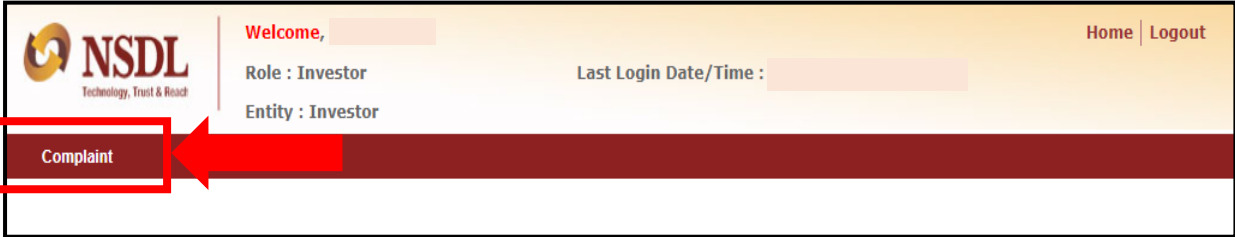


1. **Complaints Tab-** Investor can raise or view Query/Complaint made by them against any DP/RTA/Depository by clicking on complaint option.
2. **Grievance Redressal Committee (GRC) Tab** - If no proper or suitable response/reply from DP/Issuer or Depository within 30 days from the lodgement of complaint, then investor has rights to refer the case to the Grievance Redressal Committee (GRC) of NSDL by giving proper reasons and documents.
3. **Tool Tab** – This tab allows the investor to change the password or wanted to view the profile.
4. **Home Tab** – Investor at any point can click on Home option to which will take him back to Dashboard page.
5. **Logout Tab** – Investor can logout from the login page at any point of time. By clicking on logout option investor needs to re-login to raise or view their complaint status.

4. PROCESS TO RAISE QUERY

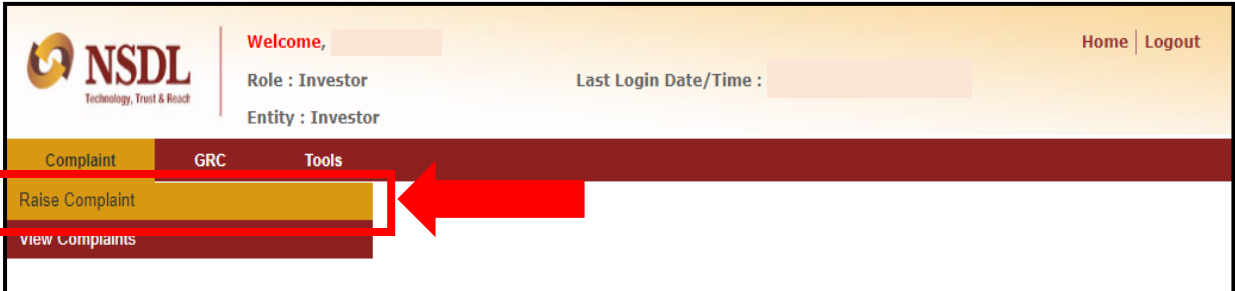
Please follow below steps to raise Query:-

Step 1:- Click on “Complaint” option.



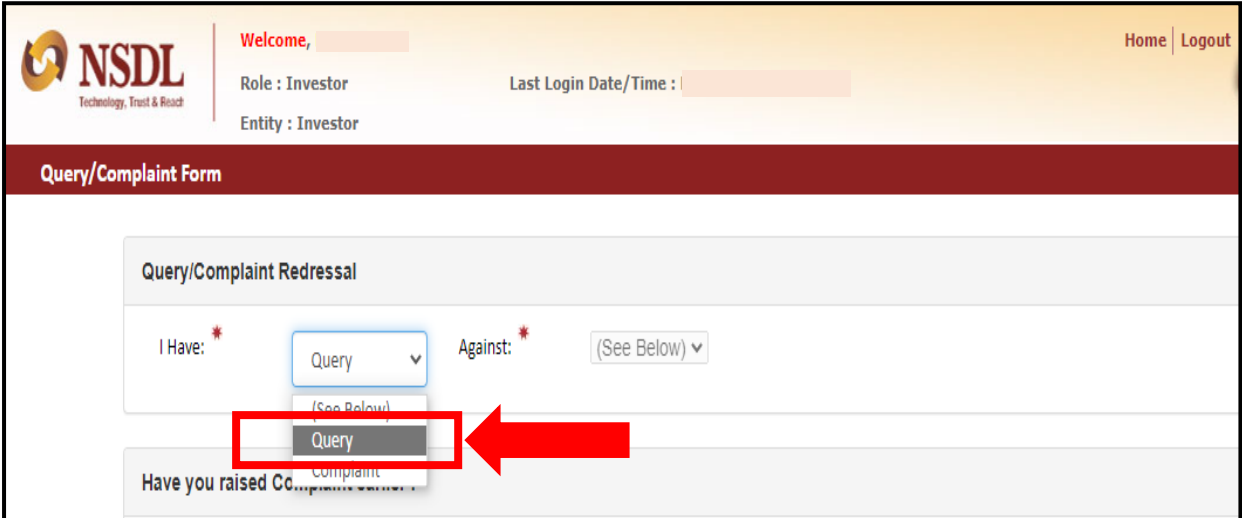
The screenshot shows the NSDL user dashboard. The header includes the NSDL logo, a welcome message, the user's role (Investor), and the last login date/time. A navigation bar contains the 'Complaint' option, which is highlighted with a red box and a red arrow pointing to it.

Step 2:- Click on “Raise Complaint”.



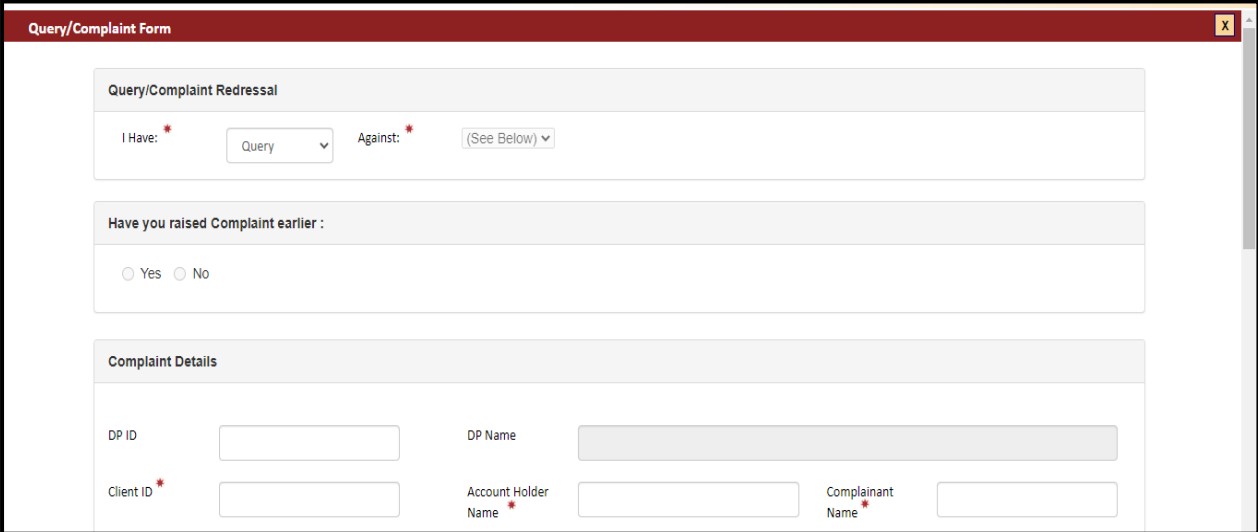
The screenshot shows the NSDL user dashboard with the 'Complaint' menu item expanded. The 'Raise Complaint' option is highlighted with a red box and a red arrow pointing to it.

Step 3:- Appended form will start reflecting after following above step.



The screenshot shows the 'Query/Complaint Form' on the NSDL website. The form is titled 'Query/Complaint Redressal'. It contains two dropdown menus: 'I Have:' and 'Against:'. The 'I Have:' dropdown menu is open, and the 'Query' option is selected and highlighted with a red box and a red arrow pointing to it.

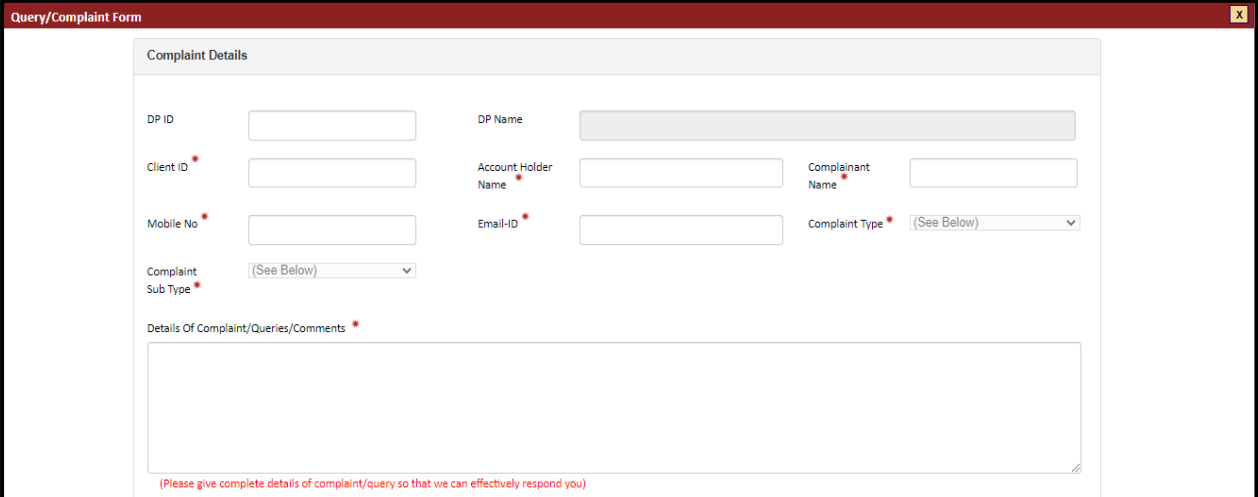
Step 4:- Enter all the required details.



The screenshot shows a web form titled "Query/Complaint Form". It is divided into three main sections:

- Query/Complaint Redressal:** Contains two dropdown menus. The first is labeled "I Have:" with a red asterisk and is set to "Query". The second is labeled "Against:" with a red asterisk and is set to "(See Below)".
- Have you raised Complaint earlier :** Contains two radio buttons: "Yes" and "No".
- Complaint Details:** Contains several input fields:
 - DP ID (text box)
 - DP Name (text box)
 - Client ID (text box)
 - Account Holder Name (text box)
 - Complainant Name (text box)
 - Mobile No (text box)
 - Email-ID (text box)
 - Complaint Sub Type (dropdown menu)
 - Complaint Type (dropdown menu)

Please fill "Complaint Details" column.

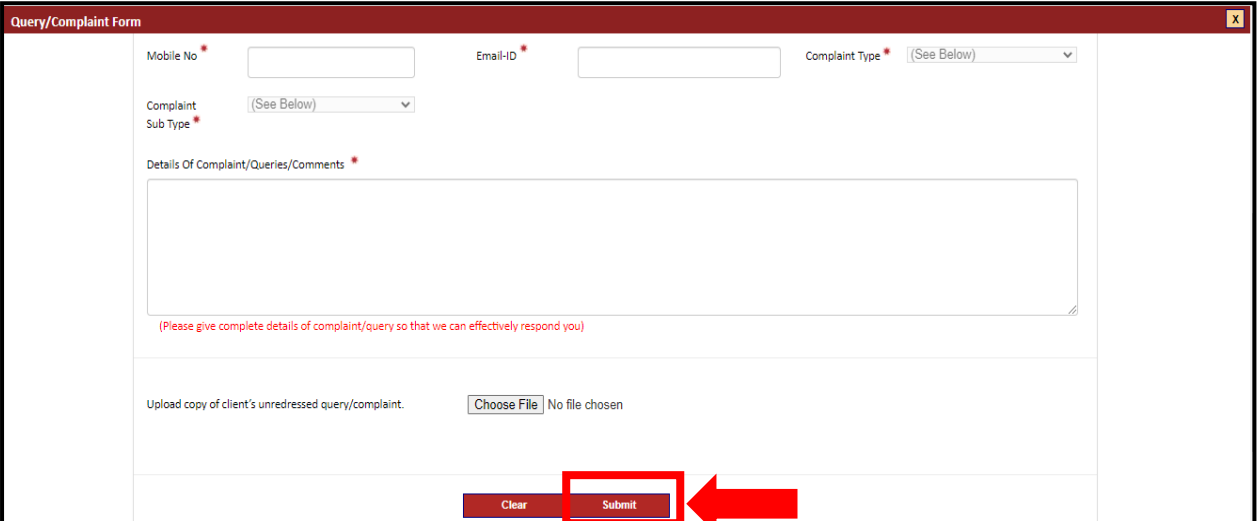


This screenshot provides a closer view of the "Complaint Details" section of the form. It includes the following fields:

- DP ID (text box)
- DP Name (text box)
- Client ID (text box)
- Account Holder Name (text box)
- Complainant Name (text box)
- Mobile No (text box)
- Email-ID (text box)
- Complaint Sub Type (dropdown menu)
- Complaint Type (dropdown menu)
- Details Of Complaint/Queries/Comments (large text area)

Below the text area, there is a red instruction: "(Please give complete details of complaint/query so that we can effectively respond you)".

Kindly attach the documents (PDF) if any and then click on submit.



This screenshot shows the bottom portion of the form, including the file upload section and the submission buttons.

- Upload copy of client's unredressed query/complaint:** A text box with a "Choose File" button and the text "No file chosen".
- Buttons:** "Clear" and "Submit" buttons are located at the bottom. The "Submit" button is highlighted with a red box and a red arrow pointing to it from the right.

A reference no. will be generate and you will also receive an email confirmation on your registered email ID.

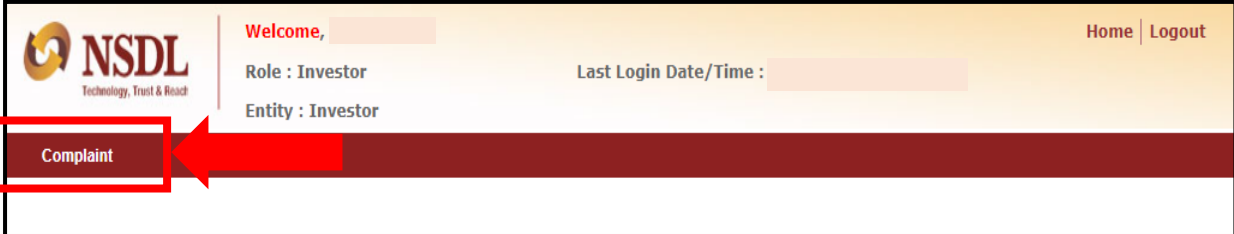
Your Query raised successfully with reference no. N13449

OK

5. PROCESS TO RAISE COMPLAINT

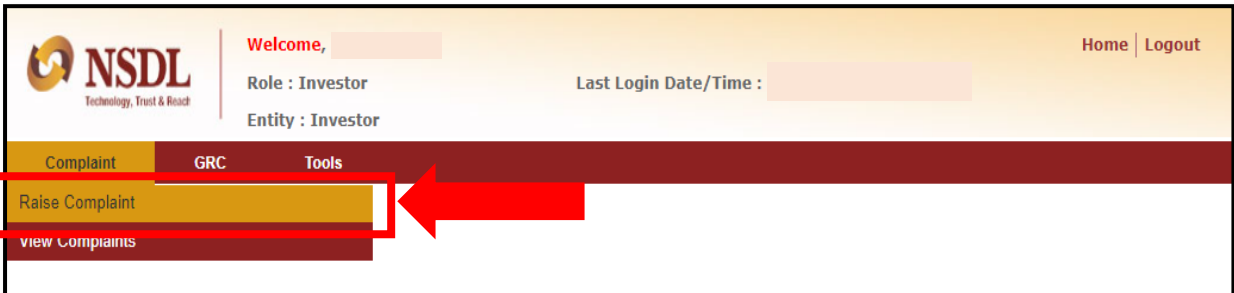
Please follow below steps to raise Complaint:-

Step 1:- Click on “Complaint” option.



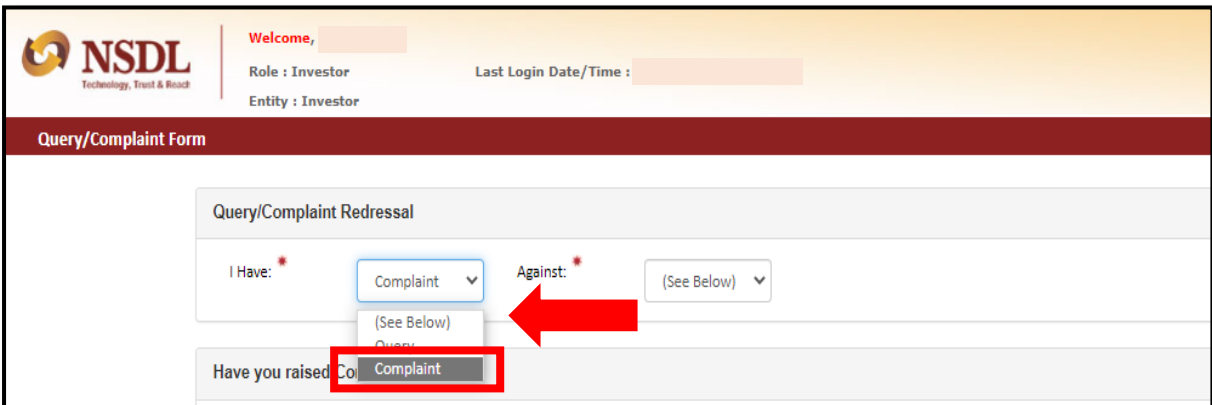
The screenshot shows the NSDL user dashboard. The header includes the NSDL logo, a welcome message, the user's role (Investor), entity (Investor), and last login date/time. A navigation bar at the bottom contains the 'Complaint' option, which is highlighted with a red box and a red arrow pointing to it.

Step 2:- Click on “Raise Complaint”.



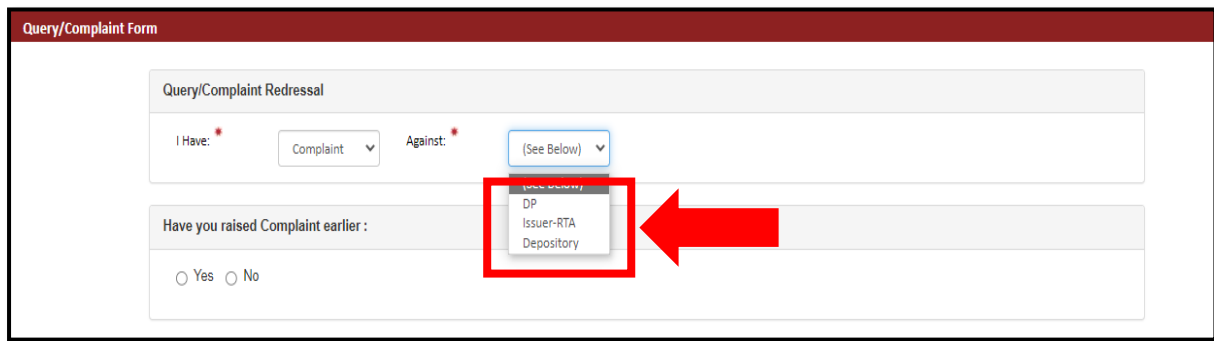
The screenshot shows the NSDL user dashboard with the 'Complaint' menu item selected. A sub-menu is displayed, and the 'Raise Complaint' option is highlighted with a red box and a red arrow pointing to it.

Step 3:- Appended form will start reflecting after following above step.



The screenshot shows the 'Query/Complaint Form' in the NSDL system. The form is titled 'Query/Complaint Redressal'. It contains two dropdown menus: 'I Have:' and 'Against:'. The 'I Have:' dropdown menu is open, and the 'Complaint' option is selected and highlighted with a red box and a red arrow pointing to it.

Step 3:- Select complaint “Against”.



Query/Complaint Form

Query/Complaint Redressal

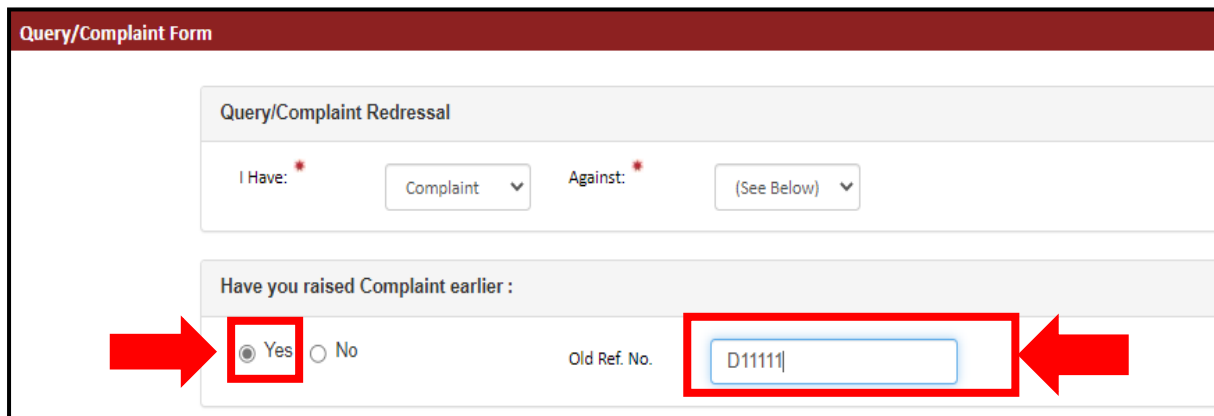
I Have: * Against: *

Have you raised Complaint earlier :

Yes No

DP
Issuer-RTA
Depository

Step 4:- If you have previous complaint no. raised then kindly select “Yes” and mention old reference no. in the textbox.



Query/Complaint Form

Query/Complaint Redressal

I Have: * Against: *

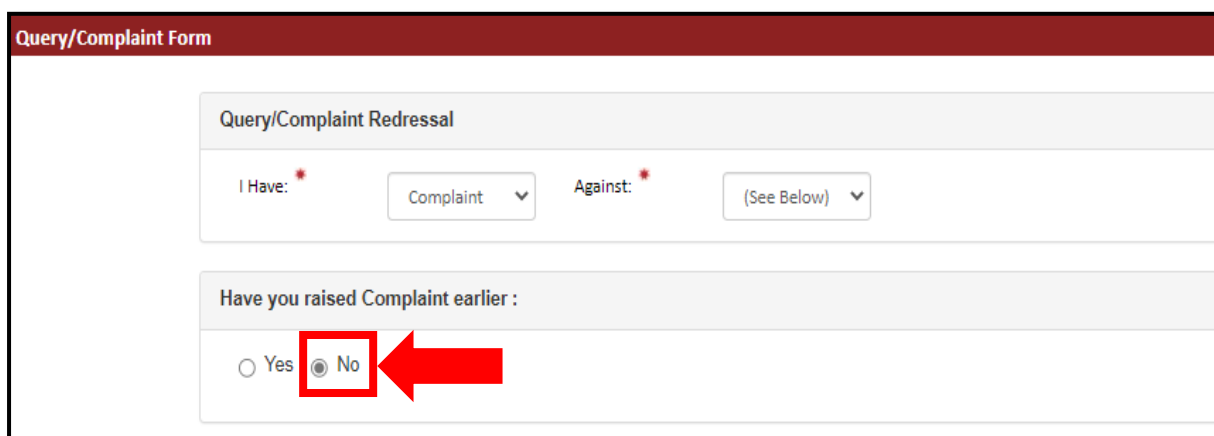
Have you raised Complaint earlier :

Yes No

Old Ref. No.

OR

If you have not raised any complaint previously then kindly select “No”.



Query/Complaint Form

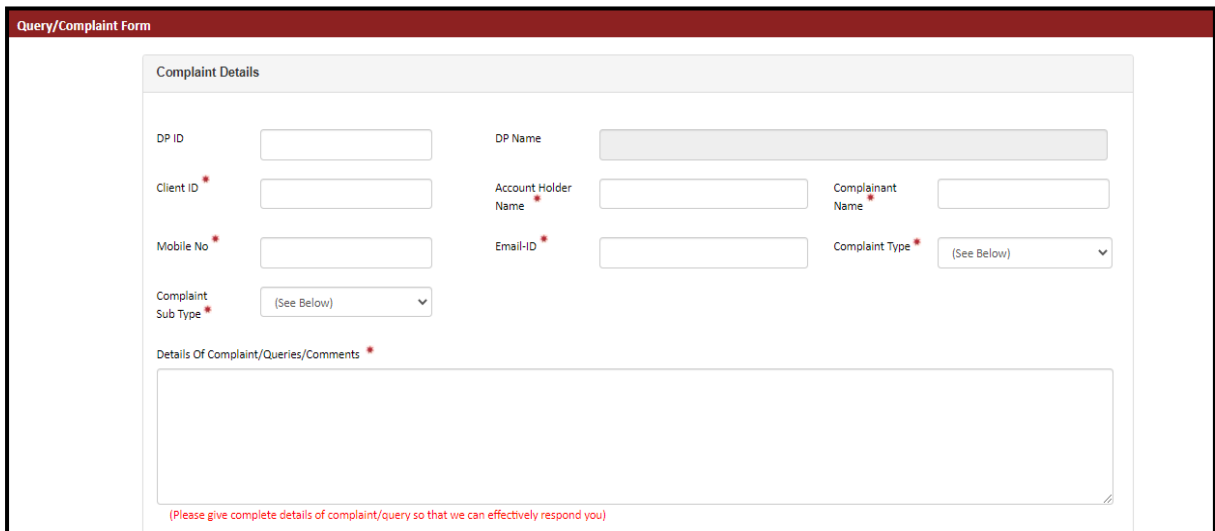
Query/Complaint Redressal

I Have: * Against: *

Have you raised Complaint earlier :

Yes No

Step 5:- Enter all the required details.

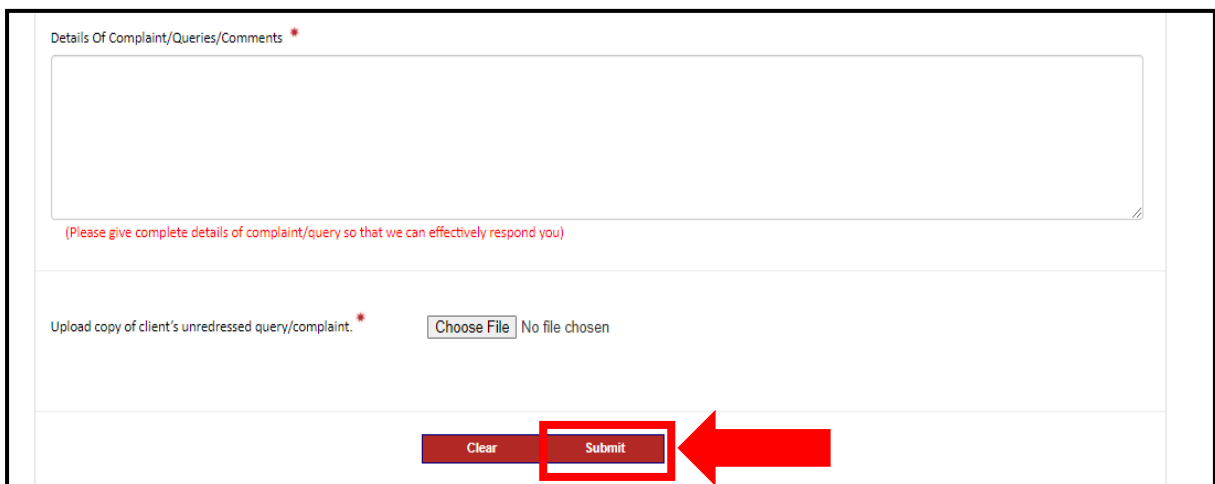


The screenshot shows the 'Query/Complaint Form' with the following fields:

- Complaint Details
- DP ID:
- DP Name:
- Client ID:
- Account Holder Name:
- Complainant Name:
- Mobile No:
- Email-ID:
- Complaint Type:
- Complaint Sub Type:
- Details Of Complaint/Queries/Comments:

(Please give complete details of complaint/query so that we can effectively respond you)

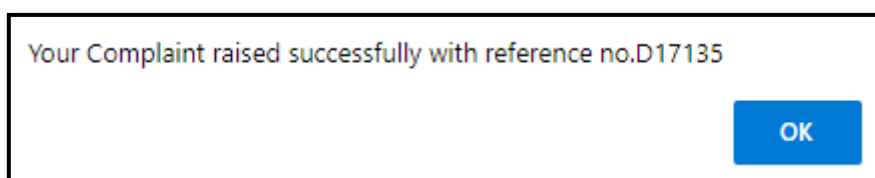
Kindly attach the documents (PDF) if any and then click on submit.



The screenshot shows the 'Details Of Complaint/Queries/Comments' field with a red asterisk. Below it is a red note: (Please give complete details of complaint/query so that we can effectively respond you). Below that is the 'Upload copy of client's unredressed query/complaint.' field with a 'Choose File' button and 'No file chosen' text. At the bottom, there are 'Clear' and 'Submit' buttons. A red arrow points to the 'Submit' button.

Note: - In case, you select "Yes" for previously complaint raised then attachment will be mandatory.

A reference no. will be generated and you will also receive an email confirmation on your registered email ID.

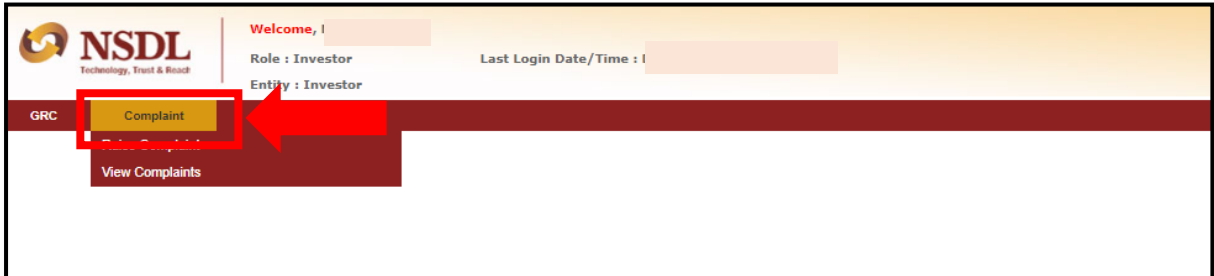


Your Complaint raised successfully with reference no.D17135

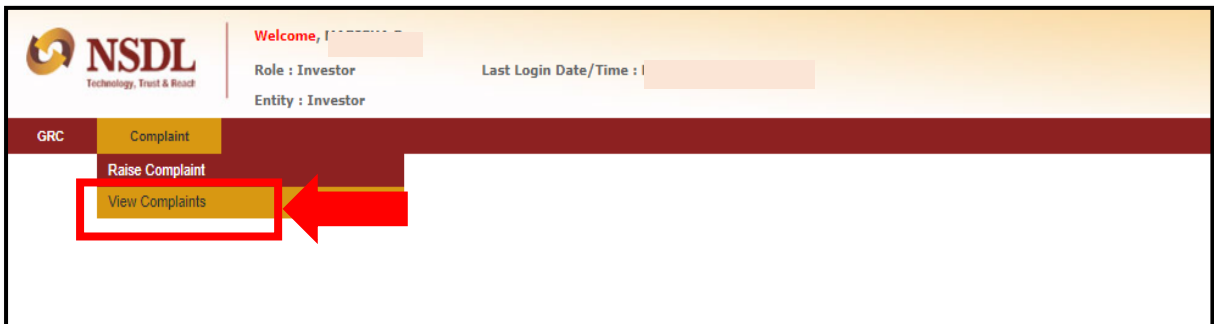
OK

6. HOW TO CHECK THE STATUS

Step 1:- Go to Complaints



Step 2:- Click on "View complaint"



7. INTRODUCTION TO GRC

Grievance Redressal Committee (GRC)

If no amicable resolution of the complaint / grievance is arrived at, then the same shall be referred to the Grievance Redressal Committee (GRC) of NSDL after recording the reasons in writing.

There is no fee for referring the complaint / grievance to GRC.

It is preferable if the investor personally presents his / her case before the GRC. However, if for some reasons the investor cannot remain present, then other options can be adopted like teleconference / VC mode.

The Complainant can also choose to be represented through authorized representative, provided the GRC member approves.

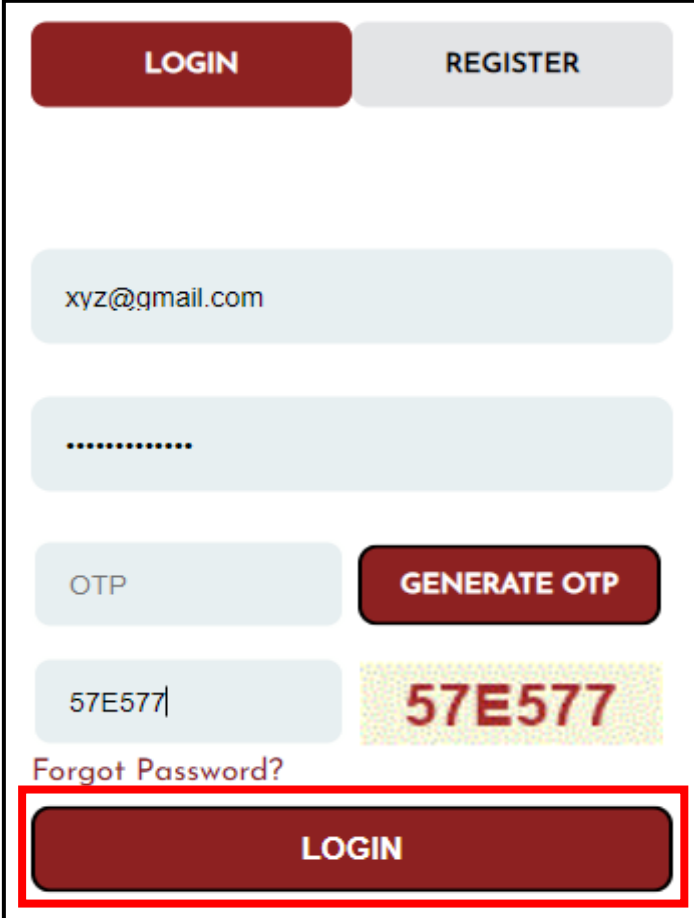
Upon receipt of the reference, GRC (consisting of independent external persons) will examine the documents, hear the parties evaluate the complaint / grievance and derive necessary information thereof.

GRC will endeavor to resolve the complaint / grievance of the investor in timely manner and pass an Order accordingly.

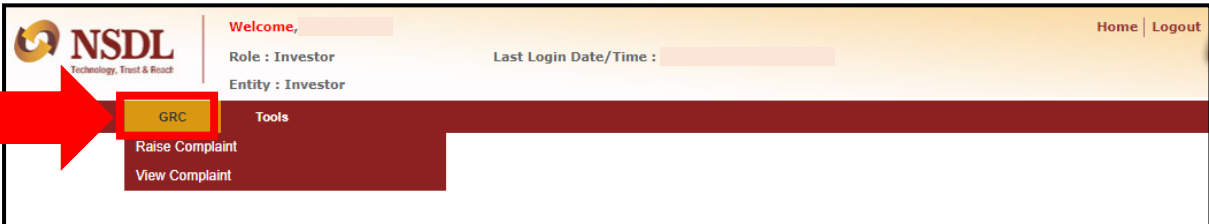
8. PROCESS TO RAISE GRC

Please follow below steps to raise GRC through NSDL website.

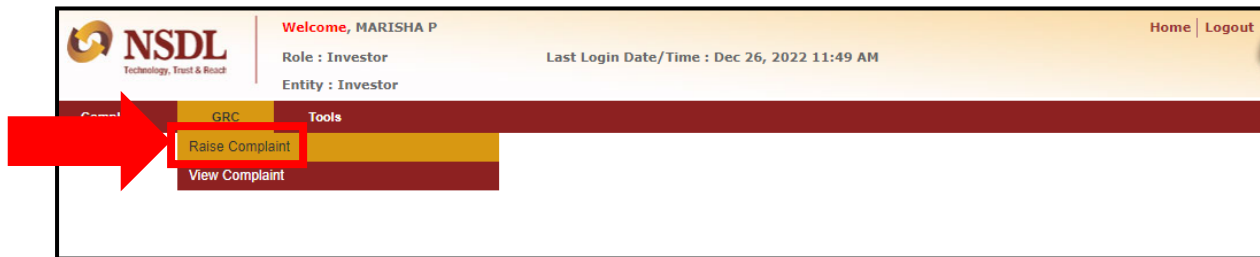
Step 1:- Login into Investor Grievance portal.



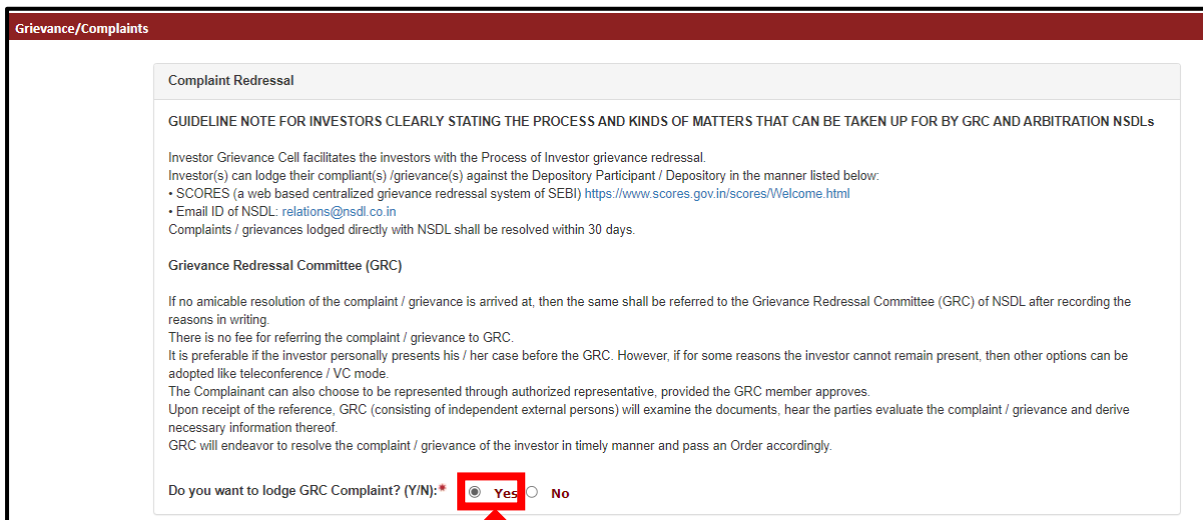
Step 2:- Click on "GRC".



Step 3:- Click on “Raise GRC” option.



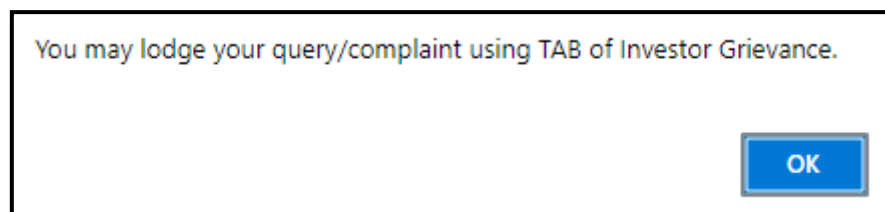
Step 4:- Kindly read and click on “Yes” to lodge GRC.



The screenshot shows the 'Grievance/Complaints' form. The 'Complaint Redressal' section contains a 'GUIDELINE NOTE FOR INVESTORS CLEARLY STATING THE PROCESS AND KINDS OF MATTERS THAT CAN BE TAKEN UP FOR BY GRC AND ARBITRATION NSDLs'. Below the note, there is a question: 'Do you want to lodge GRC Complaint? (Y/N):*'. The 'Yes' radio button is selected and highlighted with a red box, with a red arrow pointing to it from below.

OR

If you select “No” then below pop-up message will arise.



Step 5:- Appended form will start reflecting after following above steps.

Grievance/Complaints

Complaint Redressal

Previous Ref no. of complaint Complaint date raised to NSDL

Complainant Details

Applicant/Complainant Investor / DP Name Gender Male Female Other

Mobile No. E-mail ID PAN

IFSC Code Bank Name Branch name

Account Type Bank Account No. Name of the A/c Holder

Client ID DP ID. DP name

Step 6:- Enter “Previous Ref no. of complaint” to disable the form.

- “Complaint date raised to NSDL” will be auto-populated after entering previous Ref no. of complaint. (Please note that previous Ref no. should be more than 30 working days)

Complaint Redressal

Previous Ref no. of complaint Complaint date raised to NSDL

Complainant Details

Applicant/Complainant Investor / DP Name Gender Male Female Other

Mobile No. E-mail ID PAN

IFSC Code Bank Name Branch name

Account Type Bank Account No. Name of the A/c Holder

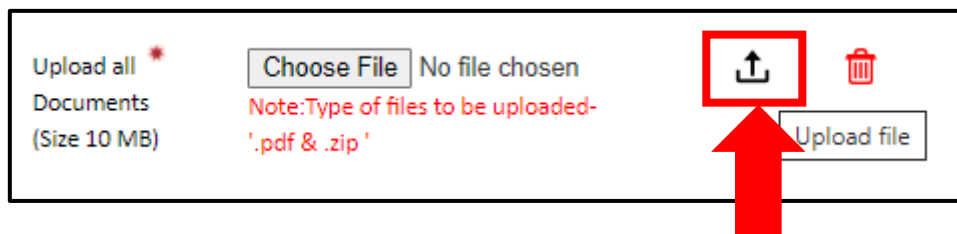
Client ID DP ID. DP name

Step 7:- Please fill all the fields under Complainant Details.

Complainant Details			
Applicant/Complainant *	(See Below) ▾	Investor / DP Name *	<input type="text"/>
Mobile No. *	<input type="text"/>	E-mail ID *	<input type="text"/>
IFSC Code *	<input type="text"/>	Bank Name *	<input type="text"/>
Account Type *	(See Below) ▾	Bank Account No. *	<input type="text"/>
Client ID *	<input type="text"/>	DP ID. *	(See Below) ▾
Permanent Address *	<input type="text"/>	whether correspondence address is same as permanent address(Y/N)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Upload all Documents (Size 10 MB) *	<input type="button" value="Choose File"/> No file chosen <small>Note:Type of files to be uploaded- '.pdf & .zip'</small>	<input type="button" value="Upload file"/> <input type="button" value="Delete"/>	Gender * <input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other PAN * <input type="text"/> Branch name * <input type="text"/> Name of the A/c Holder * <input type="text"/> DP name <input type="text"/> Correspondence Address <input type="text"/>

Note: -

- **“Upload all documents” column will be mandatory while raising GRC.**
- **Please click on “Upload file” symbol after choosing the file/documents.**
- **Kindly attach all the relevant documents while raising GRC.**



Step 8: - Please fill Respondent Details fields.

Respondent Details

Respondent Name *	(See Below) v	Nature and Circumstances of Complaint *		Dispute Date *	
GRC Order Status		Type of Complaint *	(See Below) v		
Total Amount Claimed by Applicant		SubType of Complaint *	(See Below) v		
No fees	0	Details of Relief claimed		Additional information	
Representation of case	<p>(NOTE : As per NSDL Bye Law : 14.1.4. In the case of a claim, difference or dispute between the Participant and the Client, neither party shall appear in arbitration proceedings through an advocate, counsel or attorney or authorised representative unless otherwise mutually agreed upon by the parties)</p>				
Upload addition documents, if any, evidencing your case and claim (Size 10 MB)	Choose File No file chosen Note:Type of files to be uploaded- '.pdf & .zip'			Investor Satisfied with GRC Order * (Y/N)	(See Below) v

Step 9: - After filling all the fields click on “Save” option.

Representation of case

(NOTE : As per NSDL Bye Law : 14.1.4. In the case of a claim, difference or dispute between the Participant and the Client, neither party shall appear in arbitration proceedings through an advocate, counsel or attorney or authorised representative unless otherwise mutually agreed upon by the parties)

Upload addition documents, if any, evidencing your case and claim (Size 10 MB)

Choose File No file chosen
Note:Type of files to be uploaded- '.pdf & .zip'

Investor Satisfied with GRC Order * (Y/N)

(See Below) v

Save **Back**

A reference no. will be generated and you will also receive an email confirmation on your registered email ID.

Your grievance/complaint has been successfully submitted with reference no.G21

OK

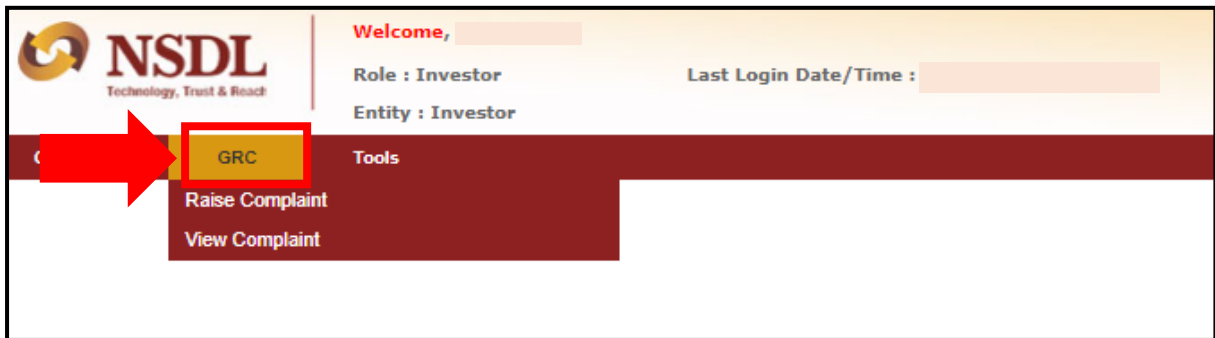
Step 10: - Once GRC form is **“Accepted by NSDL official”**, then you have answer the “Investor Satisfied with GRC Order” column in “Yes” or “No”.

Upload addition documents, if any, evidencing your case and claim (Size 10 MB)	2021-0073-Policy-SEBI circular on Block Mechanism in demat account of clients undertaking sale trans Note: Type of files to be uploaded- '.pdf & .zip'		<table border="1"><tr><td>Investor Satisfied with GRC Order (Y/N)</td><td><input type="text" value="(See Below)"/></td></tr><tr><td></td><td><input type="text" value="(See Below)"/></td></tr><tr><td></td><td><input type="text" value="Yes"/></td></tr><tr><td></td><td><input type="text" value="No"/></td></tr></table>	Investor Satisfied with GRC Order (Y/N)	<input type="text" value="(See Below)"/>		<input type="text" value="(See Below)"/>		<input type="text" value="Yes"/>		<input type="text" value="No"/>
Investor Satisfied with GRC Order (Y/N)	<input type="text" value="(See Below)"/>										
	<input type="text" value="(See Below)"/>										
	<input type="text" value="Yes"/>										
	<input type="text" value="No"/>										

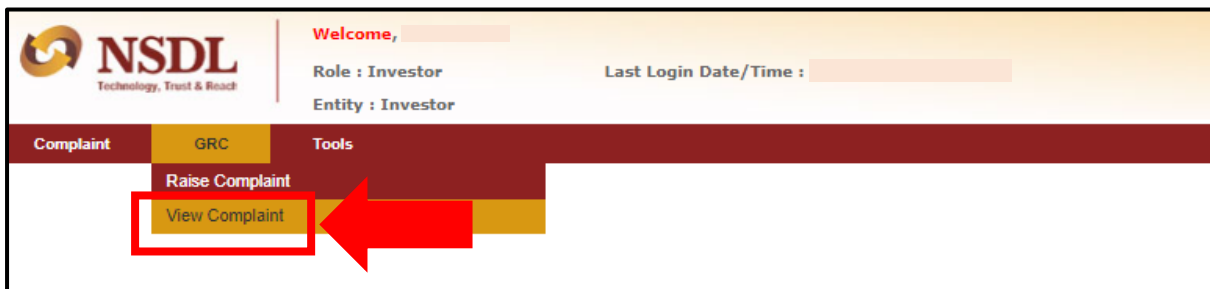
9. HOW TO CHECK THE STATUS OF GRC

Please follow below steps to view the status of GRC raised.

Step 1:- Click on GRC



Step 2:- Click on "View Complaint" under GRC tab.



Step 2:- Click on "View Complaint" under GRC tab.

View Complaints						
SR NO.	GRC No.	Complaint date raised to NSDL	Applicant	Submission Date	Status	
36	G36	03/10/2022	Investor	23/12/2022	Order Issued	
35	G35	02/10/2022	DP	23/12/2022	Rejected	
34	G34	02/10/2022	Investor	23/12/2022	Closed & Settled	
31	G31	03/10/2022	Investor	19/12/2022	Order Issued	
30	G30	02/11/2021	Investor	19/12/2022	On going	
29	G29	02/11/2021	Investor	19/12/2022	Rejected	

Below are the bifurcation of "Status" column updated.

SR No.	GRC complaint Stage	Status
1.	Successful submission by Investor	Under process
2.	GRC complaint with NSDL officer	Under Review
3.	GRC Complaint rejected by NSDL officer	Rejected
4.	GRC Accepted by NSDL	Accepted
5.	GRC Proceedings	On going
6.	GRC Order Issued	Order Issued

THANK YOU