Procedure for upload/ download of correspondence related to Investor Grievance through e-PASS.

1. View new complaints/ reminders and upload replies through Maker login:

User may view new complaints/ reminders and upload replies by clicking on "*Investor Grievance*" → "*Check Complaints*" tab as exhibited below:

On "*Check Complaints*" screen, all the complaints/ reminders, *received by NSDL from investors, Depository Participants or forwarded by SEBI through SEBI SCORES* and assigned by NSDL to Issuers/R&T Agents for clarification will appear separately segregated on the basis of source i.e., investor/DP/SEBI. To view the complaint details or upload the reply of complaint, Maker user will have to click on "NSDL Reference No." as exhibited below:

Upon clicking on "NSDL Reference No." the details of the complaint will appear on screen which will have the following two sections:

1.1 Complaint Details: This section will enable Maker user to view the details of complaint along with letter/email from investor, Depository Participant, enclosure of SEBI SCORES (if any) and NSDL letter as exhibited below:

1.2 Details to be filled by Issuers/R&T Agents:

    1.2.1 This section will enable Maker user to fill the details of action taken by Issuers/R&T Agents against the said complaint. The facility to upload the scan copy of Issuers/R&T Agent's reply is also provided.

    1.2.2 After filling the requisite details, click on '*Browse'* button for selecting the file which need to be uploaded. Due care should be taken in selecting the file to be uploaded.

    1.2.3 The naming convention of file to be uploaded should always be kept as 'NSDL Reference No.' (e.g. D77804 as shown in exhibit above at point no.1.1) of the concerned complaint. Only PDF document will be allowed for upload. The maximum size of PDF file allowed to be uploaded is up to 3 MB. Click on *'Browse'* button and select the file to be uploaded and thereafter click on '*Send to Checker'*, button as exhibited below:

1.2.4 Upon clicking on "*Send to Checker*" button, reply will go to "*Pending for release*" status and same is required to be verified and released by user having Checker rights (i.e. Compliance Officer or other authorized person of Issuers/R&T Agents).

2. Verify and release replies through Checker login:

2.1 To verify and release the replies which are under "*Pending for release*" status, login with Checker login and click on "*Investor Grievance*" → "*Check Complaints*". On clicking "*Check Complaints*", by default the replies which are under "*Pending for release*" status will get displayed on screen. To verify and release the replies, Checker user will have to click on link provided on "NSDL Reference No." as exhibited below:

2.2 Upon clicking on link provided on "NSDL Reference No.", the reply captured by Maker user will get displayed on screen. Checker user is provided rights to edit the reply (captured by Maker user).

2.3 Upon making necessary changes, Checker user will have to click on "*Send to NSDL*" button as exhibited below. Upon clicking the "*Send to NSDL*" button, an acknowledgement message will display on screen as "Reply submitted to NSDL".

2.4 In case Checker user wants to reject and resend the captured reply (to Maker user), Checker user will have to click on "*Send back to Maker*" button. In such case, rejection reason is required to be provided mandatorily in text box as exhibited below:

2.5 In respect of reply which is rejected by Checker user and sent back to Maker user, a fresh reply (*after making necessary changes*) is to be captured by Maker user by following the steps/ process as mentioned in point no.1 above.

3. Email alert: A system generated email alert will be sent on email ids of Maker user and Checker user (i.e. Compliance Officer or other authorized person of Issuers/R&T Agents) at the end of the day for all investor grievances/ reminders (consolidated) uploaded by NSDL on e-PASS during a day. Weekly reminder for complaints pending for more than 10 days shall be sent on email ids of Maker user and Checker user.

4. Search option : To view the status of captured/ submitted replies by Maker & Checker user, click on "*Investor Grievance*" → "*Search Complaint*" option as exhibited below:

Under "*Search Complaint*" screen, Maker/ Checker users would be able to search the complaints based on combination of "*Complaint Type*" and "*Criteria*" as exhibited below:

5. Creation/ deletion of user IDs:

For creation/ deletion of **Maker/Checker user Ids** on NSDL e-PASS, Issuers/R&T Agents have to send an email on co_igreport@nsdl.co.in in following format:

Issuer/R&T Agent ID	Issuer/R&T Agent Name	First Name of User	Last Name of User	Mobile no.	Email ID	User Role (Maker / Checker)