

Circular No.: NSDL/CIR/II/11/2020

Date: February 25, 2020

Sub: Facility to upload / download of Investor Grievance related correspondence through e-PASS for Issuers/R&T Agents.

Attention of all Issuers/R&T agents is invited to SEBI Circular No. SEBI/HO/MIRSD6/CIR/P/2017/20 dated March 10, 2017 regarding redressal of investor complaints within 15 days.

In this context, NSDL has developed a facility for upload and download of Investor Grievance related correspondence through online portal provided by NSDL i.e. e-PASS (<https://www.epass.nsd.com/>). This facility will be made available to Issuers/R&T Agents with effect from **March 2, 2020** and subsequently the current practice of sending Investor Grievance related correspondence from NSDL and filling of its response/ reply by Issuers/R&T Agents through letters/ emails will be discontinued. In this regard, Issuers/R&T Agents are requested to take note of the following:

1. Issuers/R&T Agents would be able to access Investor Grievance module through e-PASS platform with their existing log-in ids created for submission of quarterly Investor Grievance (IG) report.
2. For uploading reply of investor grievance received from NSDL through e-PASS, Issuers/R&T Agents would be required to follow the Maker-Checker mechanism, whereby Maker User/s of Issuers/R&T Agents would be able to capture/ upload the replies for grievances on e-PASS which have to be authorized and submitted to NSDL by Compliance Officer or other authorized person (as a Checker User) of Issuers/R&T Agents.
3. The procedure for upload/ download of Investor Grievance related correspondence through e-PASS is enclosed at **Annexure**.
4. The scan copies of replies/ responses for Investor Grievances need to be uploaded by Issuers/R&T Agents on e-PASS in **‘.PDF’ format only**. The hard copies of said replies are not required to be sent to NSDL and the same has to be kept by Issuers/R&T Agents in their records.

Issuers/R&T Agents are requested to take a note of the above and inform your client companies suitably.

For and on behalf of
National Securities Depository Limited

Rakesh Mehta
Vice President

Encl.: a/a