

Circular No.: NSDL/POLICY/2024/0106

July 22, 2024

**Subject: Corrigendum - Publishing Investor Charter for Depositories and Depository Participants by Participants on their websites.**

Attention of Participants is invited to NSDL Circular No.: NSDL/POLICY/2024/0089 dated June 25, 2024 regarding the "Investor Charter for Depositories and Depository Participants."

Participants are hereby informed that the links provided in **Annexure A** of afore mentioned circular under point no. **5 -Details of Grievance Redressal Mechanism**, shall be read as follows:

### **5. Details of Grievance Redressal Mechanism**

(1) The Process of investor grievance redressal

1.	Investor Complaint/ Grievances	Investor can lodge complaint/ grievance against the Depository/DP in the following ways: a. Electronic mode - (i) SCORES (a web based centralized grievance redressal system of SEBI) <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a> <u>Two Level Review for complaint/grievance against DP:</u> • First review done by Designated Body • Second review done by SEBI (ii) Respective Depository's web portal dedicated for the filing of complaint <a href="https://investor.nsd.com/portal/en/home">https://investor.nsd.com/portal/en/home</a> (iii) Emails to designated email IDs of Depository <a href="mailto:relations@nsdl.com">relations@nsdl.com</a>
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It may be noted that the other provisions of the aforesaid circular dated June 25, 2024 shall remain unchanged.

Participants are requested to take note of the above and ensure compliance.



### **National Securities Depository Limited**

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For and on behalf of  
National Securities Depository Limited  
**ARO CKIARAJ** Date: 2024.07.22  
17:37:21 +05'30'

**Arockiaraj  
Manager**

FORTHCOMING COMPLIANCE			
Particulars	Deadline	Manner of sending	Reference
Investor Grievance Report (Monthly)	By 10 <sup>th</sup> of the following month	Through e-PASS	Para 22 of 'Grievance Redressal' chapter and Para 28 of 'Internal Controls/Reporting to NSDL/SEBI' chapter of NSDL Master Circular for Participants.

