



# Central Depository Services (India) Limited

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## COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/POLCY/2021/589

December 25, 2021

### DISCLOSURE OF INVESTOR CHARTER FOR DEPOSITORIES AND DEPOSITORY PARTICIPANTS

SEBI vide their letter no. SEBI/HO/MIRSD/DOP/OW/P/2021/37347/1 dated December 15, 2021, has advised the Depository and Depository Participants (DPs) to bring the Investor Charter [refer **Annexure A**] and its linked contents [refer **Annexure B**], to the notice of their clients (existing as well as new clients) through disclosing the Investor Charter on their respective websites. Also, to make the investor charter available at prominent places in their office, provide a copy of Investor Charter as a part of account opening kit to the clients, through e-mails/letters etc.

CDSL, as a Depository has made the Investor Charter available on URL:

<https://www.cdslindia.com/Investors/InvestorCharter.html>.

Further, to bring about transparency in the Investor Grievance Redressal Mechanism, SEBI has decided that all the DPs shall disclose on their respective websites, the data on complaints received against them or against issues dealt by them and redressal thereof, latest by 7<sup>th</sup> of the succeeding month, as per the format enclosed [refer **Annexure C**]. The same shall come into effect from Friday **January 01, 2022**. These disclosure requirements are in addition to existing mandatory requirements.

DPs are advised to take note of the same and ensure compliance.

Queries regarding this communiqué may be addressed to **CDSL – Helpdesk**: on telephone numbers (022) 2305-8624, 2305-8639, 2305-8642, 2305-8663, 2305-8640, 2300-2041 or 2300-2033. Emails may be sent to: [helpdesk@cdslindia.com](mailto:helpdesk@cdslindia.com).

sd/-

**Nilesh Shah**  
Asst. Vice President - Operations