

## Vision

Towards making Indian Securities Market - Transparent, Efficient, & Investor friendly by providing safe, reliable, transparent and trusted record keeping platform for investors to hold and transfer securities in dematerialized form.

## Mission

- To hold securities of investors in dematerialised form and facilitate its transfer, while ensuring safekeeping of securities and protecting interest of investors.
- To provide timely and accurate information to investors with regard to their holding and transfer of securities held by them.
- To provide the highest standards of investor education, investor awareness and timely services so as to enhance Investor Protection and create awareness about Investor Rights.

## Details of business transacted by the Depository and Depository Participant (DP)

A Depository is an organization which holds securities of investors in electronic form. Depositories provide services to various market participants - Exchanges, Clearing Corporations, Depository Participants (DPs), Issuers and Investors in both primary as well as secondary markets. The depository carries out its activities through its agents which are known as Depository Participants (DP). Details available on the link <https://www.cdslindia.com/DP/dplist.aspx>

## Description of services provided by the Depository through Depository Participants (DP) to investors

### (1) Basic Services

1	Dematerialization of securities	7 days
2	Rematerialization of securities	7 days
3	Mutual Fund Conversion / Destatementization	5 days
4	Re-conversion / Restatementisation of Mutual fund units	7 days

5	Transmission of securities	7 days
6	Registering pledge request	15 days
7	Closure of demat account	30 days
8	Settlement Instruction	Depositories to accept physical DIS for pay-in of securities upto 4 electronic form upto 6 p.m on T+1 day

**(2) Depositories provide special services like pledge, hypothecation, internet based services etc. in addition to their core services and these include**

1	Value Added Services	Depositories also provide value added services such as a. <a href="#">Basic Services Demat Account (BSDA)</a> b. <a href="#">Transposition cum dematerialization</a> c. <a href="#">Linkages with Clearing System</a> d. Distribution of cash and non-cash corporate benefits (Bonus, Rights, lending).
2	Consolidated Account statement (CAS)	CAS is issued 10 days from the end of the month (if there were transactions in the month) or half yearly(if no transactions) .
3	Digitalization of services provided by the depositories	Depositories offer below technology solutions and e-facilities to their clients through DPs: a. <a href="#">E-account opening</a> b. <a href="#">Online instructions for execution</a> c. <a href="#">e-DIS / Demat Gateway</a> d. <a href="#">e-CAS facility</a> e. <a href="#">Miscellaneous services</a>

## 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 through the following ways: a. Electronic mode - (i) <a href="#">SCORES (a web based centralized grievance redressal system of the Depository)</a> (ii) <a href="#">Respective Depository's web portal dedicated for the filing of complaints</a> (iii) Emails to designated email IDs of Depository - <a href="#">complaints@cdp.com</a> b. Offline mode : For tracking of your grievance, we request you to submit the same through the web portal. The complaints/ grievances lodged directly with the Depository shall be resolved within 30 days
2	Investor Grievance Redressal Committee of Depository	<a href="#">Click here</a>

3	Arbitration proceedings	<a href="#">Click here</a>
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(2) For the Multi-level complaint resolution mechanism available at the Depositories please refer to link [Complaint Resolution process at Depositories](#)

## Guidance pertaining to special circumstances related to market activities: Termination of the Depository Participant

1	<ul style="list-style-type: none"> <li>• Depositories to terminate the participation in case a participant no longer meets the eligibility criteria and/or any other grounds as mentioned in the bye laws like suspension of trading member by the Stock Exchanges.</li> <li>• Participant surrenders the participation by its own wish.</li> </ul>	Client will have a right to transfer all its other Participant of its choice without a transfer within 30 days from the date of letter/email.

## Dos and Don'ts for Investors

For Do's and Don'ts please refer to the link [Dos and Don'ts for Investor](#)

## Rights of investors

For rights please refer to the link [Rights of investors](#)

## Responsibilities of Investors

For responsibilities please refer to the link [Responsibilities of Investors](#)