INVESTOR CHARTER

1. VISION

To be a trusted, transparent and prompt service provider to the investors, conforming to the highest standards of compliance, confidentiality and professionalism in conduct, to meet the obligation towards investors in Indian capital markets.

2. MISSION

- To maintain high standard of integrity in the conduct of business by fulfilling obligations in a prompt, ethical and professional manner.
- To comply with all regulatory requirements in a time bound manner
- To facilitate prompt service to investors by and through streamlining the process and harnessing technology
- To facilitate easy approach, communication and interface with investors so as to resolve their queries / grievances

3. 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/eservices/DP/DPDatabase.

4. Description of services provided by the Depository through Depository Participants (DPs) to investors

(1) Basic Services

Sr No	Brief about the Activity /Service	Expected Timelines for processing by the DP after receipt of proper documents
1	Dematerialization of securities	7 Days
2	Dematerialization 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

	Registering pledge request	15 Days
	Closure of demat account	2 Days
	Settlement Instruction	Depositories to accept physical DIS for pay-in of securities up to 4 p.m. and DIS in electronic form up to 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

Sr. No	**Type of Activity /Service**	**Brief about the Activity / Service**
1	**Value Added Services**	Depositories also provide value added services such as • Basic Services Demat Account (BSDA): The facility of BSDA with limited services for eligible individuals was introduced with the objective of achieving wider financial inclusion and to encourage holding of demat accounts. No Annual Maintenance Charges (AMC) shall be levied, if the value of securities holding is upto Rs. 50,000. For value of holdings between Rs 50,001- 2,00,000, AMC not exceeding Rs 100 is chargeable. In case of debt securities, there are no AMC charges for holding value upto Rs 1,00,000 and a maximum of Rs 100 as AMC is chargeable for value of holdings between Rs 1,00,001 and Rs 2,00,000. • Transposition cum dematerialization2: In case of transposition-cum-dematerialization, client can get securities dematerialized in the same account if the names appearing on the certificates match with the names in which the account has been opened but are in

		a different order. The same may be done by submitting the security certificates along with the Transposition Form and Demat Request Form. • Linkages with Clearing System3 for actual delivery of securities to the clearing system from the selling brokers and delivery of securities from the clearing system to the buying broker.
2	**Consolidated Account statement (CAS)**	CAS is issued 10 days from the end of the month (if there were transactions in the previous month) or half yearly (if no Transactions).

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:
		
		• Electronic mode-
		  • SCORES 2.0 (a web based centralized grievance redressal system of SEBI)
		  • Respective Depository's web portal dedicated for the filing of compliant[https://www.cdslindia.com/Footer/grievances.aspx]
		  • Emails to designated email IDs of Depository [complaints@cdslindia.com]
		• Offline mode
		
		The complaints/ grievances lodged directly with the Depository shall be resolved within 30 days.

2.	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/grievance on SMARTODR platform for its resolution through by online conciliation or arbitration. link
3.	Steps to be followed in ODR for Review, Conciliation and Arbitration	- Investor to approach Market Participant for redressal of complaint - If investor is not satisfied with response of Market Participant, he/she can escalate the complaint on SEBI SCORES portal. - Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration. - Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days. - If the matter could not be amicably resolved, then the Investor may request the MII to refer the matter case for conciliation. - During the conciliation process, the conciliator will endeavor for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator. - If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration. - The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days.

(2) For the Multi-level complaint resolution mechanism available at the Depositories please refer to link

Refer to Annexure B

6. Guidance pertaining to special circumstances related to market activities:

Termination of the Depository Participant

Sl No.	Type of special circumstances	Timelines for the Activity/ Service
1	a. 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. b. Participant surrenders the participation by its own wish.	Client will have a right to transfer all its securities to any other Participant of its choice without any charges for the transfer within 30 days from the date of intimation by way of letter/email. .

7. Dos and Don'ts for Investors: **Refer to Annexure B**

8. Rights of investors: **Refer to Annexure B**

9. Responsibilities of Investors: **Refer to Annexure B**

10. Code of Conduct for Depositories Para 10 (Part D of Third Schedule of SEBI (D & P) Regulations, 2018) **Refer to Annexure B**

11. Code of Conduct for Participants Para 11 (Part A of Third Schedule of SEBI (D & P) Regulations, 2018) **Refer to Annexure B**

12. Complaints against DPs to be displayed on their websites **Refer to Annexure B**

Annexure B

DOs and DON'Ts for Investor

Sl No.	Guidance
1	Always deal with a SEBI registered Depository Participant for opening a demat account.
2	Read all the documents carefully before signing them.
3	Before granting Power of attorney to operate your demat account to an intermediary like Stockbroker, Portfolio Management Services (PMS) etc.,carefully examine the scope and implications of powers being granted.
4	Always make payments to registered intermediary using banking channels. No payment should be made in name of employee of intermediary.

5	Accept the Delivery Instruction Slip (DIS) book from your DP only (pre-printed with a serial number along with your Client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS slips. Always mention the details like ISIN, number of securities accurately. In case of any queries, please contact your DP or broker and it should be signed by all demat account holders. Strike out any blank space on the slip and Cancellations or corrections on the DIS should be initialed or signed by all the account holder(s). Do not leave your instruction slip book with anyone else. Do not sign blank DIS as it is equivalent to a bearer cheque.
6	Inform any change in your Personal Information (for example address or Bank Account details, email ID, Mobile number) linked to your demat account in the prescribed format and obtain confirmation of updation in system
7	Mention your Mobile Number and email ID in account opening form to receive SMS alerts and regular updates directly from depository.
8	Always ensure that the mobile number and email ID linked to your Demat account are the same as provided at the time of account opening/updation
9	Do not share password of your online trading and demat account with anyone.
10	Do not share One Time Password (OTP) received from banks, brokers, etc. These are meant to be used by you only.
11	Do not share login credentials of e-facilities provided by the depositories such as e-DIS/demat gateway, SPEED-e/easiest etc. with anyone else.
12	Demat is mandatory for any transfer of securities of Listed public limited companies with few exceptions.
13	If you have any grievance in respect of your demat account, please write to designated email IDs of depositories or you may lodge the same with SEBI online at https://scores.sebi.gov.in/
14	Keep a record of documents signed, DIS issued and account statements received.
15	As Investors, you are required to verify the transaction statement carefully for all debits and credits in your account. In case of any unauthorized debit or credit, inform the DP or your respective Depository.
16	Appoint a nominee to facilitate your heirs in obtaining the securities in your demat account, on completion of the necessary procedures.
17	Register for Depository's internet-based facility or download mobile app of the depository to monitor your holdings.
18	Ensure that, both, your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have any transactions.
19	Do not follow herd mentality for investments. Seek expert and professional advice for your investments
20	Beware of assured/fixed returns.

Rights of investors

- Receive a copy of KYC, copy of account opening documents.
- No minimum balance is required to be maintained in a demat account.

- No charges are payable for opening of demat accounts.
- If executed, receive a copy of Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. You have the right to revoke any authorization given at any time.
- You can open more than one demat account in the same name with single DP/ multiple DPs.
- Receive statement of accounts periodically. In case of any discrepancies in statements, take up the same with the DP immediately. If the DP does not respond, take up the matter with the Depositories.
- Pledge and /or any other interest or encumbrance can be created on demat holdings.
- Right to give standing instructions with regard to the crediting of securities in demat account.
- Investor can exercise its right to freeze/defreeze his/her demat account or specific securities / specific quantity of securities in the account, maintained with the DP.
- In case of any grievances, Investor has right to approach Participant or Depository or SEBI for getting the same resolved within prescribed timelines.
- Every eligible investor shareholder has a right to cast its vote on various resolutions proposed by the companies for which Depositories have developed an internet based 'e-Voting' platform.
- Receive information about charges and fees. Any charges/tariff agreed upon shall not increase unless a notice in writing of not less than thirty days is given to the Investor.

Responsibilities of Investors

- Deal with a SEBI registered DP for opening demat account, KYC and Depository activities.
- Provide complete documents for account opening and KYC (Know Your Client). Fill all the required details in Account Opening Form / KYC form in own handwriting and cancel out the blanks.
- Read all documents and conditions being agreed before signing the account opening form.
- Accept the Delivery Instruction Slip (DIS) book from DP only (preprinted with a serial number along with client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS.
- Always mention the details like ISIN, number of securities accurately.
- Inform any change in information linked to demat account and obtain confirmation of updating in the system.
- Regularly verify balances and demat statement and reconcile with trades / transactions.
- Appoint nominee(s) to facilitate heirs in obtaining the securities in their demat account.
- Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks / securities promising huge profits.

Code of Conduct for Depositories (Part D of Third Schedule of SEBI (D & P) Regulations, 2018)

A Depository shall:

a) always abide by the provisions of the Act, Depositories Act, 1996, any Rules or Regulations framed thereunder, circulars, guidelines and any other directions issued by the Board from time to time.
b) adopt appropriate due diligence measures.
c) take effective measures to ensure implementation of proper risk management framework and good governance practices
d) take appropriate measures towards investor protection and education of investors.
e) treat all its applicants/members in a fair and transparent manner.
f) promptly inform the Board of violations of the provisions of the Act, the Depositories Act, 1996, rules, regulations, circulars, guidelines or any other directions by any of its issuer or issuer's agent.
g) take a proactive and responsible attitude towards safeguarding the interests of investors, integrity of depository's systems and the securities market.
h) endeavor for introduction of best business practices amongst itself and its members.
i) act in utmost good faith and shall avoid conflict of interest in the conduct of its functions.
j) not indulge in unfair competition, which is likely to harm the interests of any other Depository, their participants or investors or is likely to place them in a disadvantageous position while competing for or executing any assignment.
k) segregate roles and responsibilities of key management personnel within the depository including
   a. Clearly mapping legal and regulatory duties to the concerned position
   b. Defining delegation of powers to each position
   c. Assigning regulatory, risk management and compliance aspects to business and support teams.
l) be responsible for the acts or omissions of its employees in respect of the conduct of its business. (m)monitor the compliance of the rules and regulations by the participants and shall further ensure that their conduct is in a manner that will safeguard the interest of investors and the securities market

Code of Conduct for Participants Para 11 (Part A of Third Schedule of SEBI (D & P) Regulations, 2018)

A Participants shall:

a. A participant shall make all efforts to protect the interests of investors.
b. A participant shall always endeavour to—
   (1) render the best possible advice to the clients having regard to the client's needs and the environments and his own professional skills;
   (2) ensure that all professional dealings are effected in a prompt, effective and efficient manner;
   (3) inquiries from investors are adequately dealt with;
   (4) grievances of investors are redressed without any delay.
c. A participant shall maintain high standards of integrity in all its dealings with its clients and other intermediaries, in the conduct of its business.
d. A participant shall be prompt and diligent in opening of a beneficial owner account, dispatch of the dematerialisation request form, Rematerialisation request form and execution of debit instruction slip and in all the other activities undertaken by him on behalf of the beneficial owners.

e. A participant shall endeavour to resolve all the complaints against it or in respect of the activities carried out by it as quickly as possible, and not later than one month of receipt.
f. A participant shall not increase charges/fees for the services rendered without proper advance notice to the beneficial owners.
g. A participant shall not indulge in any unfair competition, which is likely to harm the interests of other participants or investors or is likely to place such other participants in a disadvantageous position while competing for or executing any assignment.
h. A participant shall not make any exaggerated statement whether oral or written to the clients either about its qualifications or capability to render certain services or about its achievements in regard to services rendered to other clients.
i. A participant shall not divulge to other clients, press or any other person any information about its clients which has come to its knowledge except with the approval/authorisation of the clients or when it is required to disclose the information under the requirements of any Act, Rules or Regulations.
j. A participant shall co-operate with the Board as and when required.
k. A participant shall maintain the required level of knowledge and competency and abide by the provisions of the Act, Rules, Regulations and circulars and directions issued by the Board. The participant shall also comply with the award of the Ombudsman passed under the Securities and Exchange Board of India (Ombudsman) Regulations, 2003.
l. A participant shall not make any untrue statement or suppress any material fact in any documents, reports, papers or information furnished to the Board.
m. A participant shall not neglect or fail or refuse to submit to the Board or other agencies with which it is registered, such books, documents, correspondence, and papers or any part thereof as may be demanded/requested from time to time.
n. A participant shall ensure that the Board is promptly informed about any action, legal proceedings, etc., initiated against it in respect of material breach or noncompliance by it, of any law, Rules, regulations, directions of the Board or of any other regulatory body.
o. A participant shall maintain proper inward system for all types of mail received in all forms.
p. A participant shall follow the maker—Checker concept in all of its activities to ensure the accuracy of the data and as a mechanism to check unauthorized transaction.
q. A participant shall take adequate and necessary steps to ensure that continuity in data and record keeping is maintained and that the data or records are not lost or destroyed. It shall also ensure that for electronic records and data, upto-date back up is always available with it.
r. A participant shall provide adequate freedom and powers to its compliance officer for the effective discharge of his duties.
s. A participant shall ensure that it has satisfactory internal control procedures in place as well as adequate financial and operational capabilities which can be reasonably expected to take care of any losses arising due to theft, fraud and other dishonest acts, professional misconduct or omissions.
t. A participant shall be responsible for the acts or omissions of its employees and agents in respect of the conduct of its business.
u. A participant shall ensure that the senior management, particularly decision makers have access to all relevant information about the business on a timely basis.
v. A participant shall ensure that good corporate policies and corporate governance are in place

MINDEX

Complaints against DPs to be displayed on their websites

Data for the Month ending Oct 2026

S.No.	Received from	Pending at the end of the last month	Received during the month	Resolved during the month*	Total Pending at the end of month *	Complaints Pending > 1 month	Average Resolution time^ (in days)
1	Directly from Investors	0	0	0	0	0	NA
2	SEBI (SCORES)	0	0	0	0	0	NA
3	Stock Exchanges (if relevant)	0	0	0	0	0	NA
4	Other Sources (if any) **CDSL**	0	0	0	0	0	NA
	Grand Total	0	0	0	0	0	NA

Trend of Monthly disposal of complaints for the Financial Year.

S. No	Month	Carried forward from previous month	Received during the month	Resolved during the month *	Pending at the end of the month
1	Apr 2025	0	0	0	0
2	May 2025	0	0	0	0
3	June 2025	0	0	0	0
4	July 2025	0	0	0	0
5	Aug 2025	0	0	0	0
6	Sep 2025	0	0	0	0
7	Oct 2025	0	0	0	0
8	Nov 2025	0	0	0	0
9	Dec 2025	0	0	0	0
10	Jan 2026	0	0	0	0
11	Feb 2026	0	0	0	0
12	Mar 2026	0	0	0	0
13	Apr 2026	0	0	0	0
14	May 2026	0	0	0	0
15	Jun 2026	0	0	0	0
16	July 2026	0	0	0	0
17	August 2026	0	0	0	0
18	September2026	0	0	0	0
19	October 2026	0	0	0	0

A. Trend of Annual (FY) disposal of complaints (For 3 years on rolling basis)-

S. No.	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2020-2021	0	0	0	0
2	2021-2022	0	4	0	4
3	2022-2023	0	0	0	0
4	2023-2024	0	0	0	0
5	2024-2025	0	0	0	0
6	2025-2026	0	0	0	0
Total			**0**	**4**	**4**