Information regarding Grievance Redressal Mechanism

FOR STOCK BROKERS / DEPOSITORY PARTICIPANTS

Dear Investor,

In case of any grievance / complaint against the Stock Broker / Depository Participant:

- Please contact Compliance Officer of the Stock Broker/ Depository Participant **Mr. Pramod Kumar Sanganeria** / Email id- **pksj@ymail.com** and Phone No. – (**033)-2248-0435**

- You may also approach CEO **Mr. Sunil Mantri** / Email id- **asbltd@hotmail.com** and Phone No. - (**033)-2248-0437**.

- If not satisfied with the response of the Stock Broker / Depository Participant, you may contact the concerned Stock Exchange / Depository at the following -

	Web Address	ContactNo	Email-id
BSE	www.bseindia.com	022-2272-1233	is@bseindia.com
NSE	www.nseindia.com	022-2659-8100	ignse@nse.co.in

	Web Address	ContactNo	Email-id
NSDL	www.nsdl.co.in	022-4886-7000	relations@nsdl.com

- You can also lodge your grievances with SEBI at https://scores.sebi.gov.in For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 266 7575 / 1800 22 7575 / 1800 266 7575.

SEBI Grievances Redressal Mechanism

In case you have grievances against a listed company or intermediary registered with SEBI, you should first approach the concerned company or intermediary against whom you have grievance. If you are not satisfied with their response, you may approach SEBI or other regulatory bodies. You can approach SEBI for following types of grievances :	
Listed Companies • Refund/ Allotment /Bonus/Dividend/Rights/Redemption / Interest • Prelisting offer documents (shares). • Prelisting offer documents (debentures and bonds). • Delisting of Securities • Buyback of Securities • Takeover and Restructuring • Corporate Governance and Listing Conditions	**Brokers and stock exchanges** Stock brokers Sub brokers Portfolio managers Stock exchanges
Registrar and Transfer Agents **Mutual Funds** **Depository and Depository participants** **Information to SEBI:** • Price Manipulation • Insider trading	**Other entities** Collective Investment Schemes Debenture Trustees Merchant Bankers Bankers to Issue Credit Rating Agencies Custodian of Securities Foreign Institutional Investors Underwriters Venture Capital Funds KYC Registration Agency(KRA) Alternative Investment Fund
You can file your complaints online at http://scores.gov.in or alternately send your complaints to Office of Investor Assistance and Education of SEBI at Mumbai or Regional Offices at the following addresses:	
• Office of Investor Assistance and Education, SEBI Bhavan, Plot No.C4-A, 'G' Block, Bandra Kurla Complex, Bandra (E), Mumbai 400 021 Tel : 022-26449188 / 26449199 (http://scores.gov.in)	
• SEBI, Northern Regional Office, 5th Floor, Bank of Baroda Building,16, Sansad Marg, New Delhi - 110 001 Tel : 011- 23724001-05 (www.sebinro@sebi.gov.in)	
• SEBI, Eastern Regional Office, L&T Chambers, 3rd Floor, 16, Camac Street, Kolkata - 700 016 Tel : 033-23023000. (www.sebiero@sebi.gov.in)	
• SEBI, Southern Regional Office, 7th Floor, Overseas Towers, 756-L, Anna Salai, Chennai – 600 002 Tel : 044-24674000 / 24674150 (www.sebisro@sebi.gov.in)	
• SEBI, Ahmedabad Regional, Office Unit No: 002, Ground Floor, SAKAR I, Near Gandhigram Railway Station, Opp. Nehru Bridge Ashram Road, Ahmedabad - 380 009 Tel : 079-26583633-35 (www.sebiaro@sebi.gov.in)	

Note: SEBI SCORES portal URL has changed to https://scores.sebi.gov.in. The old URL, scores.gov.in, is no longer active for lodging complaints, which can only be done on the new platform. For technical assistance, you can email scoreshelp@sebi.gov.in or call the toll-free numbers 1800-266-7575 or 1800-22-7575.

भारतीय प्रतिभूति और विनिमय बोर्ड
Securities and Exchange Board of India

Investor Grievance Redressal Mechanism in Securities Market

DISCLAIMER

- The information contained in this material is for only educational and awareness purposes related to securities market and shall be used for non-profitable educational and awareness activities for general public.

- No part of this material can be reproduced or copied in any form or by any means or reproduced on any disc, tape, perforate media or other information storage device, etc. without acknowledging the SEBI or Stock Exchanges or Depositories.

- SEBI or Stock Exchanges or Depositories shall not be responsible for any damage or loss to any one of any manner, from use of this material.

- Every effort has been made to avoid errors or omissions in this material. For recent market developments and initiatives, readers are requested to refer to recent laws, guidelines, directives framed thereunder and other relevant documents, as being declared from time to time. For any suggestions or feedback, you may send the same to visitsebi@sebi.gov.in.

Flow of Presentation

- SEBI Complaints Redress System (SCORES)

- Investor Grievance Redressal at:

  - NSE
  - BSE Ltd.
  - NSDL
  - CDSL

SEBI Complaints Redress System (SCORES)

SEBI COmplaints REdress System (SCORES)

- SCORES platform: **https://scores.gov.in**

- Online platform for investors to lodge their complaints related to securities market.

- Complaints against listed companies and SEBI registered intermediaries

- Status of every complaint:
  - Can be viewed online in the SCORES website
  - Can be obtained from toll free helpline

- Entity/Investor can seek/provide clarification on complaint online

- Unique complaint registration number for future reference and tracking.

- All complaints received by SEBI against listed companies and SEBI registered intermediaries are dealt through SCORES.

Complaints coming under the purview of SEBI

Complaints arising out of issues that are covered under:

- SEBI Act
- Securities Contract Regulation Act,
- Depositories Act
- Rules and regulation made there under and relevant provisions of Companies Act, 2013.

Matters not considered as complaints in SCORES

- Complaint not pertaining to investment in securities market
- Anonymous Complaints (except whistleblower complaints)
- Incomplete or un-specific complaints
- Allegations without supporting documents
- Suggestions or seeking guidance/explanation
- Not satisfied with trading price of the shares of the companies
- Non-listing of shares of private offer
- Disputes arising out of private agreement with companies/intermediaries
- Matter involving fake/forged documents
- Complaints on matters not in SEBI purview
- Complaints about any unregistered/ un-regulated activity

Complaints against companies that cannot be dealt on SCORES

Unlisted/delisted companies

Companies placed on Dissemination Board of Stock Exchange

Sick companies

Suspended companies, companies under liquidation, etc.

Vanishing company

Company falling under the purview of other regulatory bodies

Complaints that are sub-judice

Company where a moratorium order is passed in winding up / insolvency proceedings

Lodging complaint in SCORES

- Lodge a complaint on SCORES within **three (03)** years from the date of cause of complaint.

Fail to lodge a complaint within Stipulated Time?

Take up the complaint with the entity concerned

OR

Approach appropriate Court of Law

Lodging complaint in SCORES

- Investor may lodge complaint on SCORES within **three (03)** years from date of cause of complaint, where;

  - Investor has approached listed company or registered intermediary for redressal of complaint and,
  - Concerned listed company or registered intermediary rejected the complaint or,
  - Complainant hasn't received any communication from listed company or intermediary concerned or,
  - Complainant is not satisfied with reply given to him or redressal action taken by the listed company or an intermediary.

Mandatory information required

- For lodging a complaint in SCORES, following personal information has to be mandatorily provided by investors/complainants:

Name

Address

E-mail Address

PAN

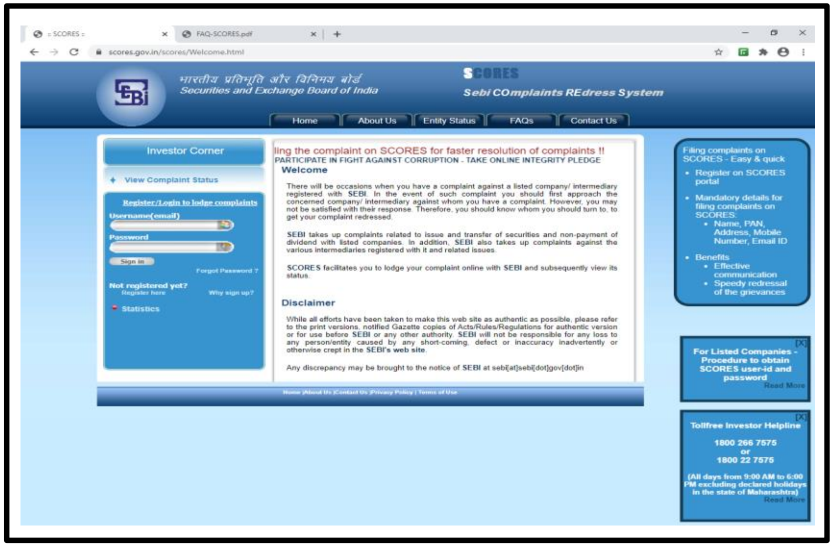
Mobile Number

How to lodge complaint online in SCORES?

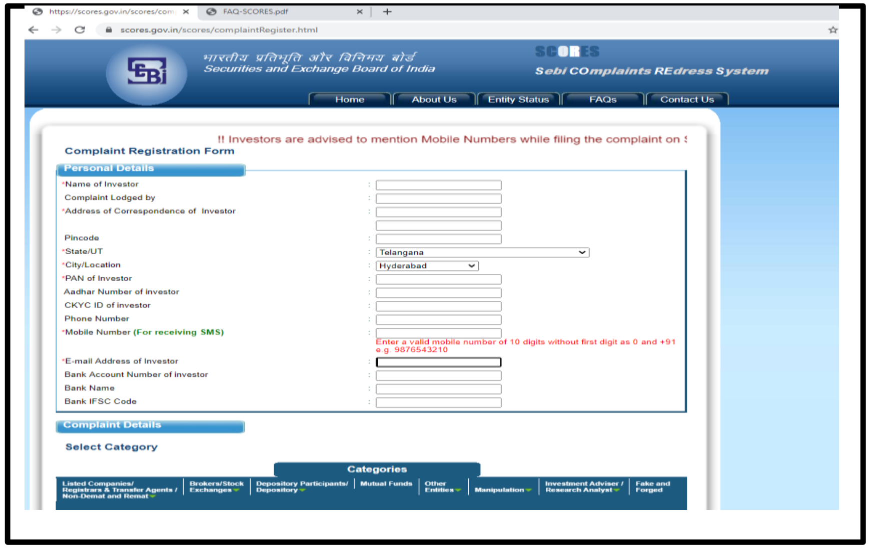
Visit SEBI SCORES website.

Register on SCORES before lodging a complaint.

SCORES Website Homepage



SCORES Complaint Registration Form



How to lodge complaint online in SCORES?

Provide your complaint details.

Select correct complaint category, entity name and nature of complaint.

Provide complaint details in brief (up to 1000 characters).

PDF document (up to a maximum size of 2 MB) can also be attached along with complaint as supporting document.

Complaint Details

Complaint Details

Select Category

Categories

Listed Companies/ Registrars & Transfer Agents / Non-Demat and Remat | Brokers/Stock Exchanges | Depository Participants/ Depository | Mutual Funds | Other Entities | Manipulation | Investment Adviser / Research Analyst | Fake and Forged

* Have you lodged a complaint with the concerned intermediary / listed company for redressal of your complaint? : Yes No

*Selected Category : Refund/Allotment/ Dividend/Transfer/ Bonus/Rights/ Redemption/Interest

*Enter Company Name :

*Designated Stock Exchange :

*Nature of Complaint Related to : Refund/Allotment/ Dividend/Transfer/ Bonus/Rights/ Redemption/Interest

Issue | Transfer | Corporate Benefits | Interest for delay | Debt/Bond | Other Complaints

Type of Securities (eg. shares,debentures etc. or name of the scheme pertaining to mutual fund) :

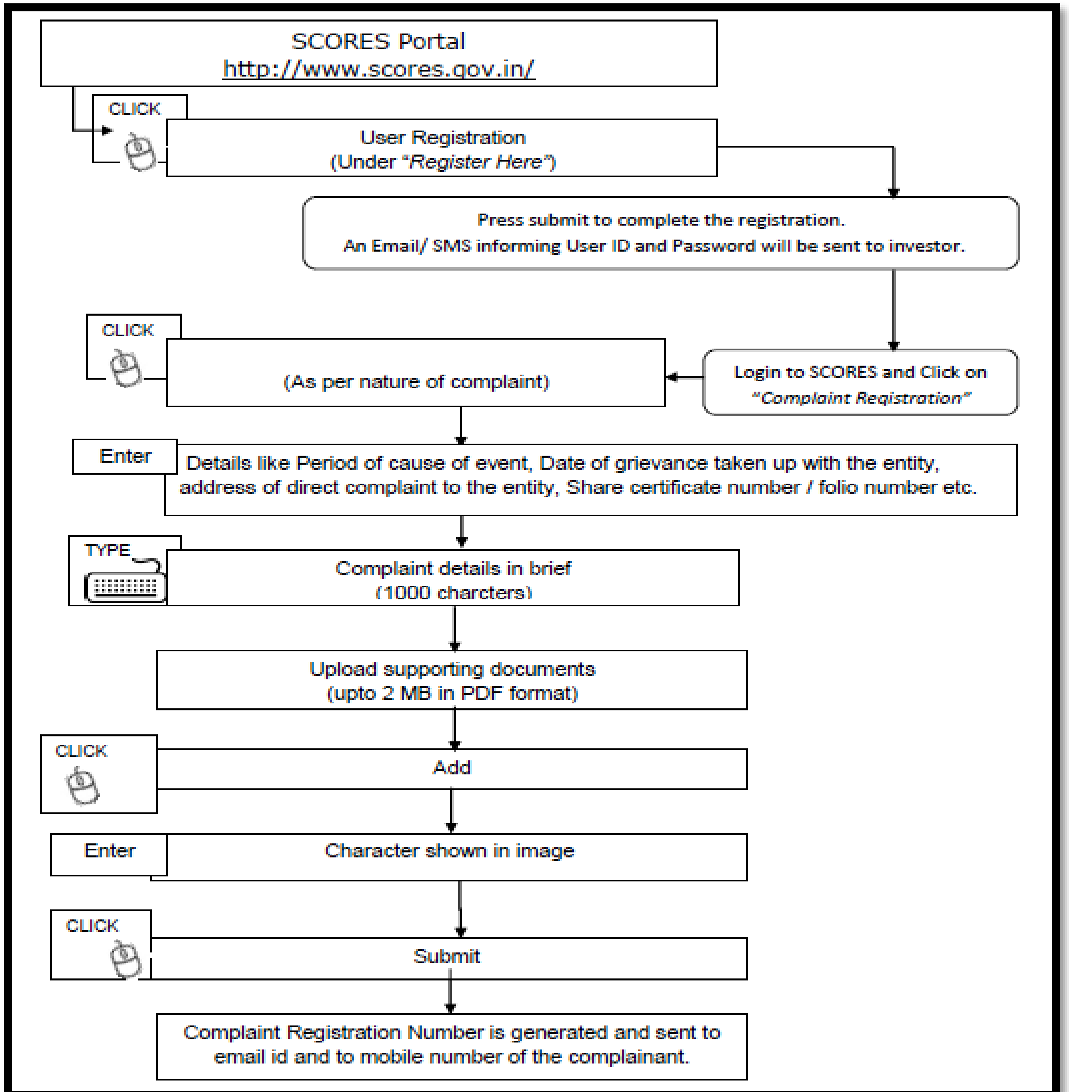
Mode of Holding Securities : Physical Demat

Can't read? Try different words.

Enter the characters as shown in the image

Submit Cancel

How to lodge complaint online in SCORES?



How are investor complaints handled? – Existing (Effective from August 01, 2018)

Have you taken up your grievances with the Company/ intermediary for resolution?

YES

- New User: Register here
  Registered User: Login here
- Submission of the complaint
- Complaint lands in Inbox of SEBI dealing officer

NO

- Redirected to complaint lodging screen on SCORES.
- System shall enable the complaint to directly approach the entity (without intervention of SEBI officer) by using SCORES platform.
- Submission of the complaint.
- Complaint shall land directly with the entity concerned.
- Entity is required to submit details of redressal within 30 days.

Submitted

- System shall request the complainant to confirm within 15 days whether he is satisfied with resolution of the complaint.
- Satisfied/ No Response
  - Complaint closed. No further Action
- Not Satisfied
  - Complaint shall land in the inbox of SEBI dealing officer just like a regular complaint.

Not Submitted

- Complaint shall land in the inbox of SEBI dealing officer just like a regular complaint.

Disposing of Investor Complaints

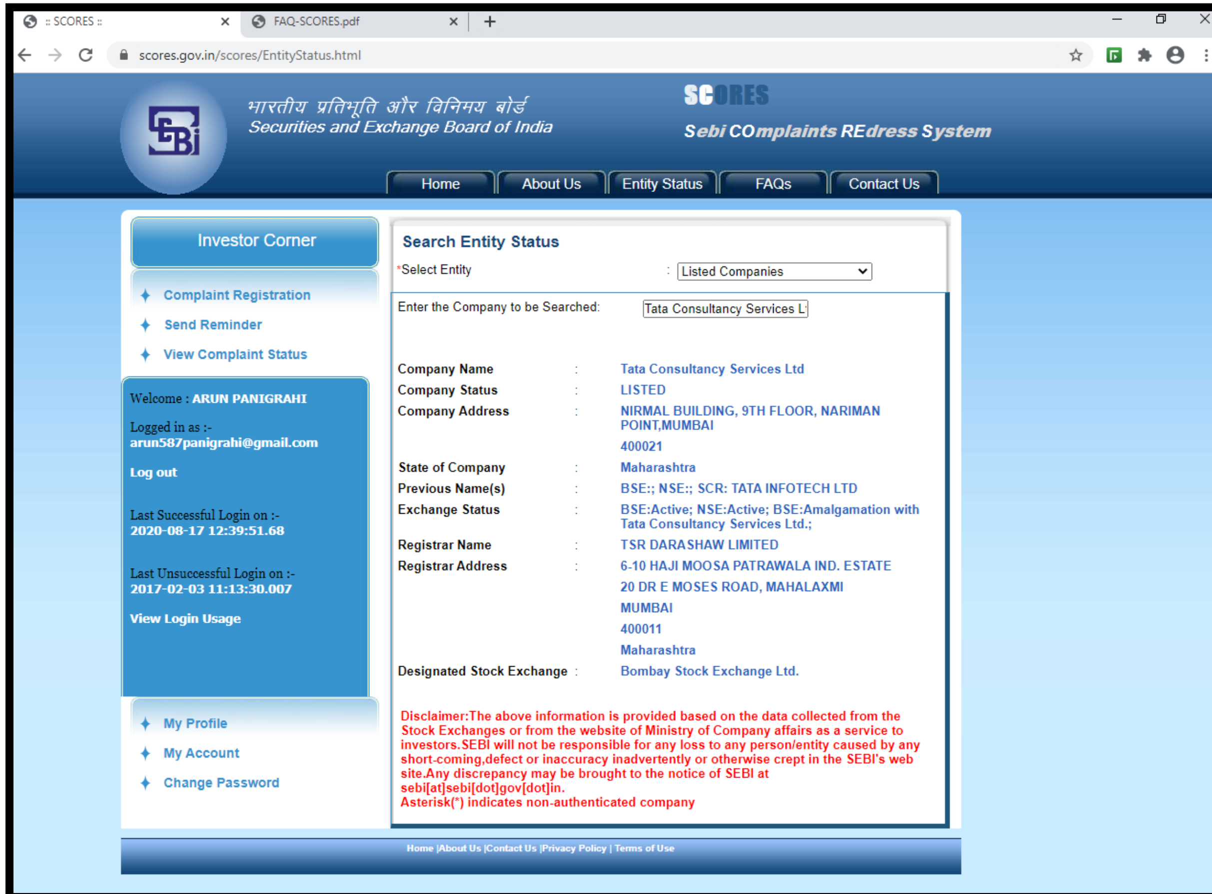
Scenarios when SEBI disposes off complaints

- On receipt of satisfactory action taken report along with supporting documents, if any, from the concerned entity responsible for resolving the complaint.
- On failure by the investor/complainant to give complete details/documents required for redressal of their complaint within the prescribed time.
- When the concerned entity's case is pending with court/ other judicial authority.

Entity Status in SCORES Website

Entity Status:

- Available in entity status tab in SCORES Website.
- Gives information regarding listed companies, SEBI registered intermediaries, CIS, etc.



SEBI SCORES App

Facilitate lodging of investor grievances with SEBI.

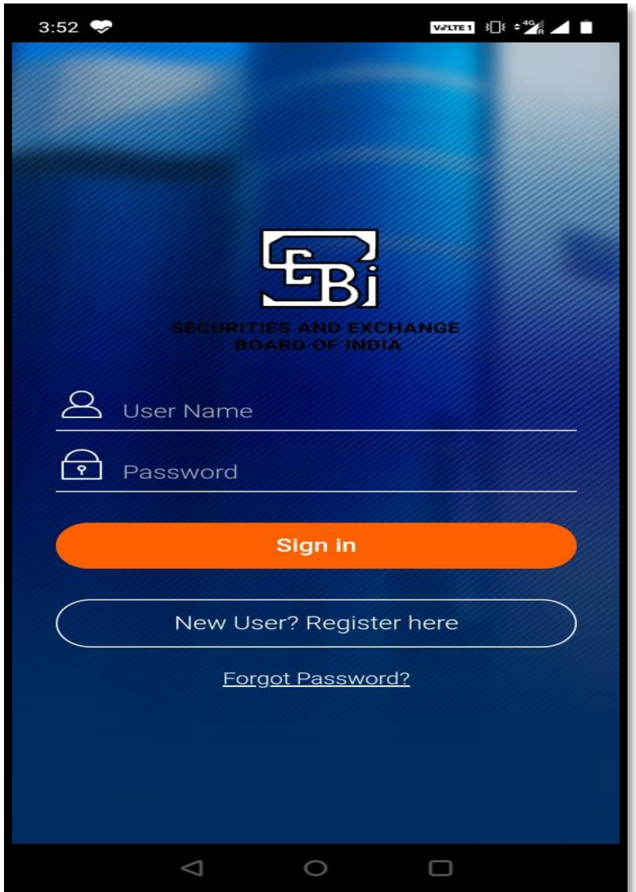
Investor to first register on App to lodge complaints.

Can be accessed at the convenience of a smartphone.

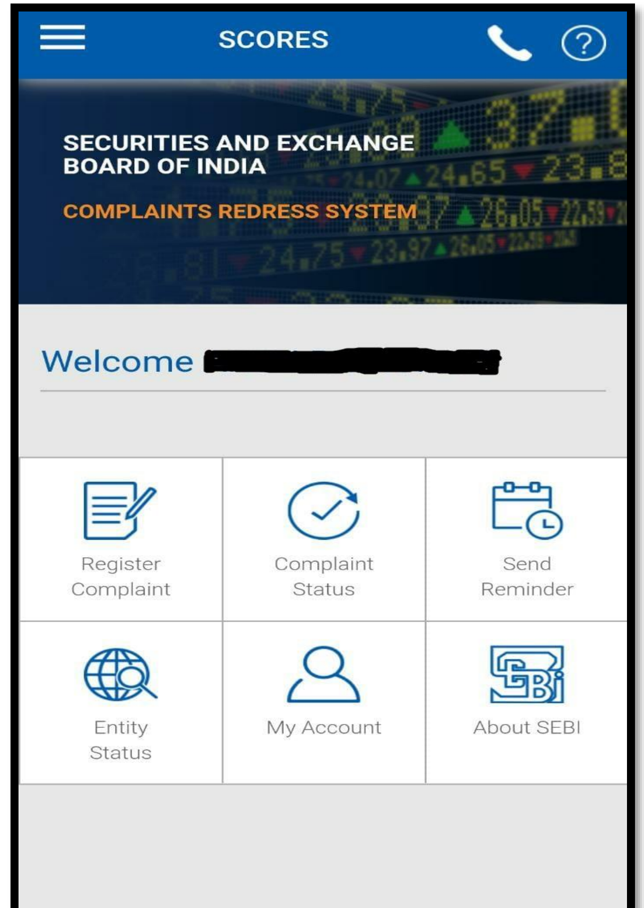
Enables investors to track status of the complaint redressal.

SEBI SCORES App

SCORES APP login page

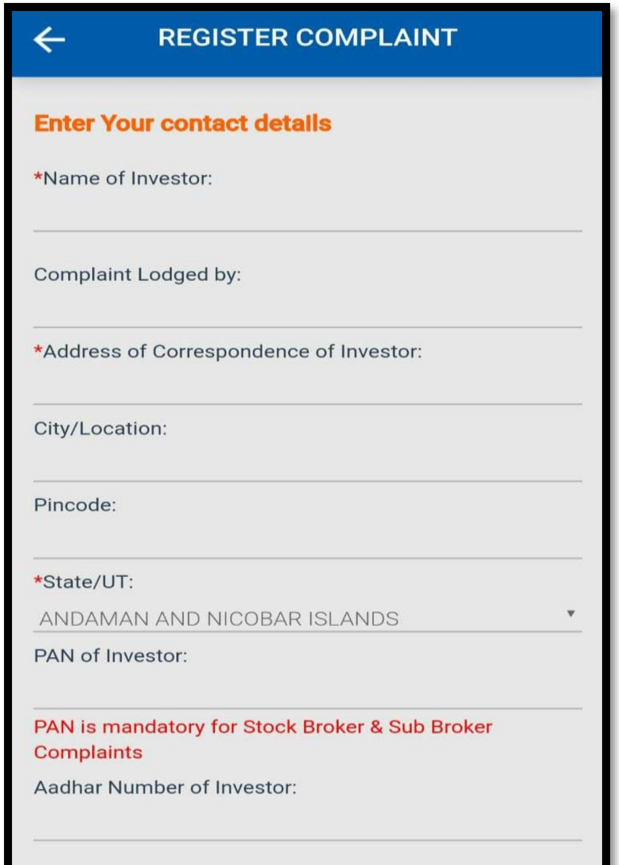


SCORES Home page

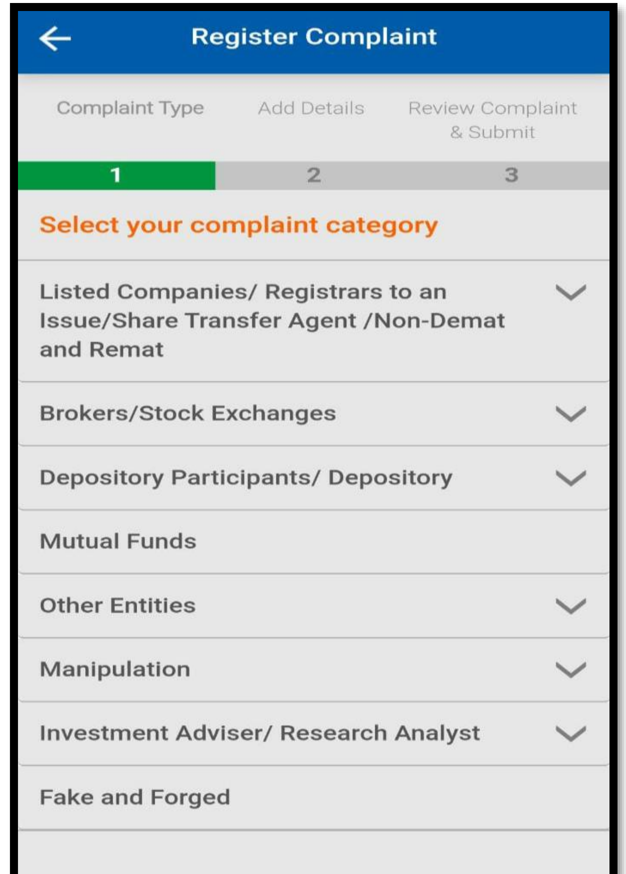


SEBI SCORES App

Register Complaint page



Register Complaint page



SEBI Toll Free Helpline

- **SEBI Toll Free Helpline Numbers**:

  1800 266 7575

  1800 22 7575

- **Operational hours**: 9:00 a.m. to 6:00 p.m.

  [except public holidays declared in the state of Maharashtra]

- **Languages**: 8

  [English, Hindi, Bengali, Gujarati, Marathi, Kannada, Telugu and Tamil]

- **Objective:** Facilitating replies to various queries of general public on matters relating to securities market

Regulators/Authorities for grievances not dealt by SEBI

Regulators/ Authorities	Grievances pertaining to
Reserve Bank of India (RBI)/ Banking Ombudsman	- Banks deposits and banking products - Fixed Deposits and other matters with Non-Banking Financial Companies (NBFCs) - Primary Dealers
Ministry of Corporate Affairs(MCA)	- Deposits u/s 73 & 74 of Companies Act, 2013 - Unlisted companies - Mismanagement of companies, financial performance of the company, Annual General Meeting, etc. - Nidhi Companies - Companies struck off from RoC - Vanishing Company. - All matters as delegated under overriding powers under Companies Act 2013 - Sick companies or a company where a moratorium order is passed in winding up - Companies under liquidation

Regulators/Authorities for grievances not dealt by SEBI

Regulators/ Authorities	Grievances pertaining to
Insurance Regulatory and Development Authority of India (IRDAI)	- Insurance Companies / Brokers / Agents/ Products and Service
Pension Fund Regulatory and Development Authority (PFRDA)	- Pension funds
Competition Commission of India (CCI)	- Monopoly and anti-competitive practices
National Housing Bank (NHB)	- Housing Finance Companies
Insolvency and Bankruptcy Board of India	- Companies where insolvency proceedings has started
Respective Stock Exchange	- Complaints against suspended companies

Investor Grievance Redressal - NSE

Investor Grievance Redressal (NSE)

Have a Dispute?

Immediately question your TM about any transaction that you do not understand or you did not authorize your trading member.

↓

Not satisfied with your trading member's response → Contact firm's branch manager or customer care.

↓

Any dispute with trading member → Complain in writing to trading member.

↓

Retain copies of your letter and all related correspondence done with trading member.

↓

Complaint not addressed/ redressed by the trading member → File complaint with NSE

Don't delay when making a complaint to TM or NSE

POINTS TO REMEMBER

- Documentation -Keep copies of KYC, application forms, account statements, contract notes, etc. along with all letters, emails, faxes, etc.
- Act quickly-Approach the concerned authority for your grievance quickly
- Seek assistance when in doubt

Investor Grievance Redressal (NSE)

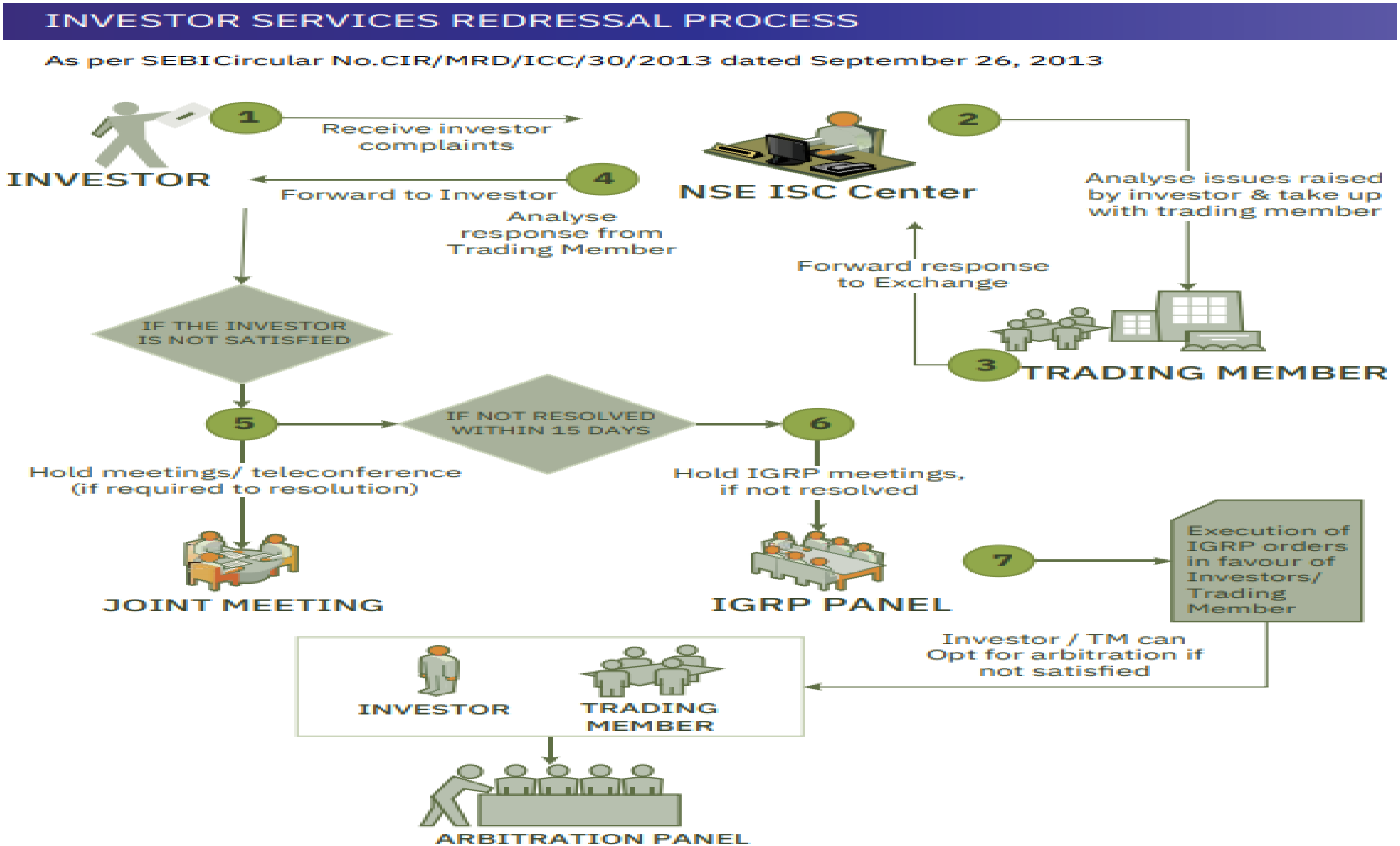
- Investor complaints against trading member and listed companies

Investor Services Cell → Arbitration → Appeal Mechanism → Court of law u/s 34

- Complaints can be filed by Investor via:

  - Online portal of the Exchange: www.nseindia.com
  - SCORES portal of SEBI
  - Email
  - Physical letter at any Investor Service Centre of the Stock Exchange/ Depository
  - Complaint can be filed by investor at the nearest Investor Service Centre (ISC)

Investor Grievance Redressal (NSE)



Online Medium to File Complaint (NSE)

NICE Plus online portal of Exchange to file complaint is available on the Exchange website https://www.nseindia.com/invest/file-a-complaint-online

investorhelpline.nseindia.com/NICEPLUS/

NSE | NICE Plus

Welcome to NSE Investor Centre

Steps to be followed to file an Online Investor Complaint.

1. Register through NICE Plus portal (click on New User)
2. Login to NICE Plus portal through registered user id
3. Click on 'Add Complaints' tab
4. Fill in the required details in Complaint Form
5. Click on 'Submit'
6. Verify the details entered in the complaint form. Click on 'Confirm' to register complaint
7. Complaint registered. Unique reference no generated for the complaint
8. View status of your complaint through Dashboard
9. For User Manual Click Here

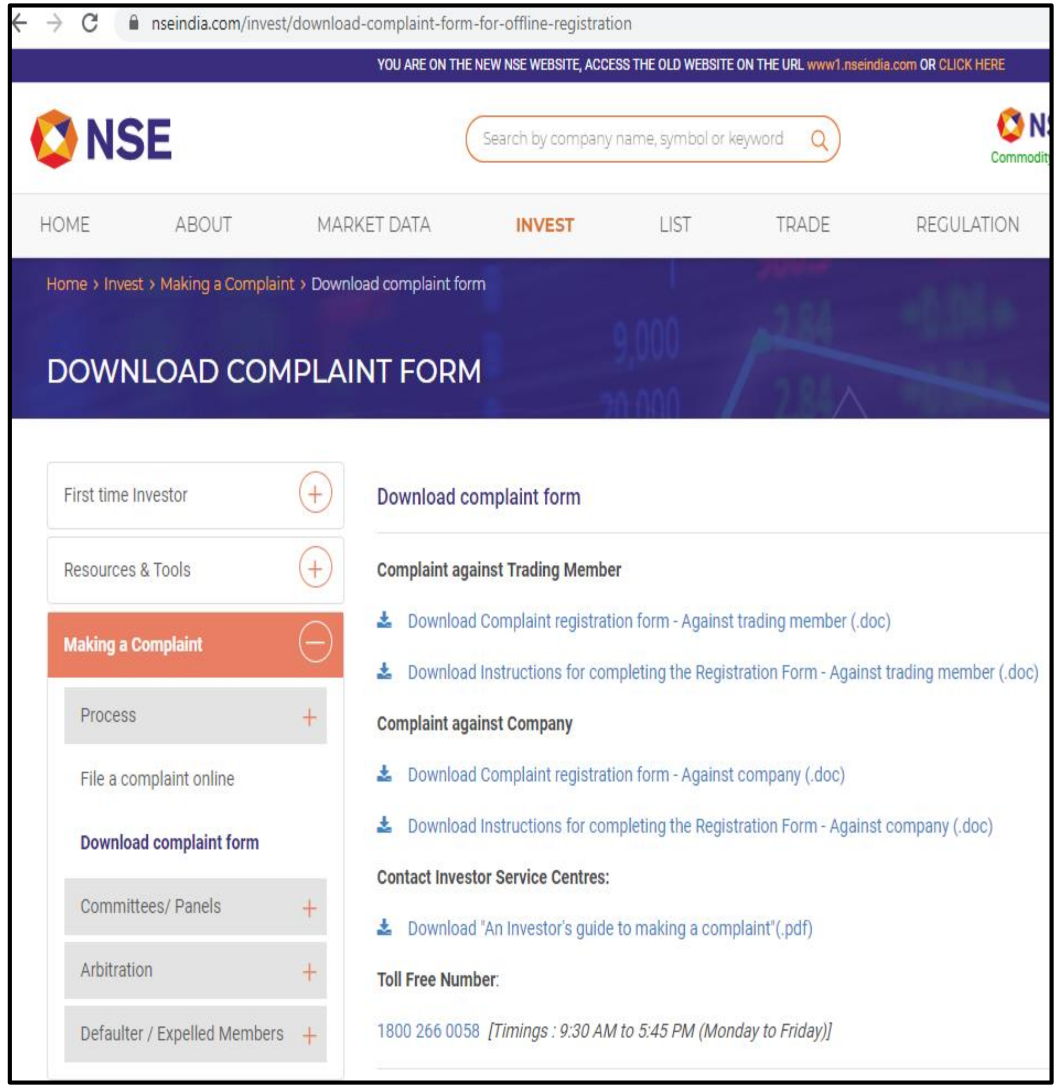
Offline Filing of Complaint (NSE)

- Complaint can be filed offline by visiting nearest Investor Service Centre of the Exchange.

- Details of Investor Service Centre of Exchange is available on the Exchange website, as shown below:

https://www.nseindia.com/invest/download-complaint-form-for-offline-registration

The relevant complaint forms are available on the Exchange website



Complaint Resolution Process – Trading Member (TM) (NSE)

Receive investor complaints

↓

Analyze issues raised by the investor & take up with trading member

↓

Analyze response from TM and then forward to Investor

↓

Hold meetings /teleconferencing

↓

Resolve the complaint. If not resolved, hold GRC meeting.

Investor Grievance Resolution Panel (IGRP) (NSE)

Complaints which do not get resolved within 15 days of lodging on Exchange

Where parties are aggrieved by the resolution worked out.

Referred to Investor Grievance Resolution Panel

POINTS TO REMEMBER

- There is no fee for IGRP
- It is desirable for an investor to personally be present for the IGRP meeting; however, if for any circumstance the investor cannot be present, option of teleconference is provided.
- The complainant can also choose to be represented by an authorized representative.

Investor Grievance Resolution Panel (IGRP) (NSE)

➢ Investor Grievance Resolution Panel:

- Consists of retired external persons (who are not in full time employment).

- Redresses complaints and accordingly passes order.

- Constituted by Exchange at each of the Investor Services Cell (ISC)

➢ The members on IGRP may be referred from below web-link:
https://www.nseindia.com/invest/investor-grievance-resolution-panel

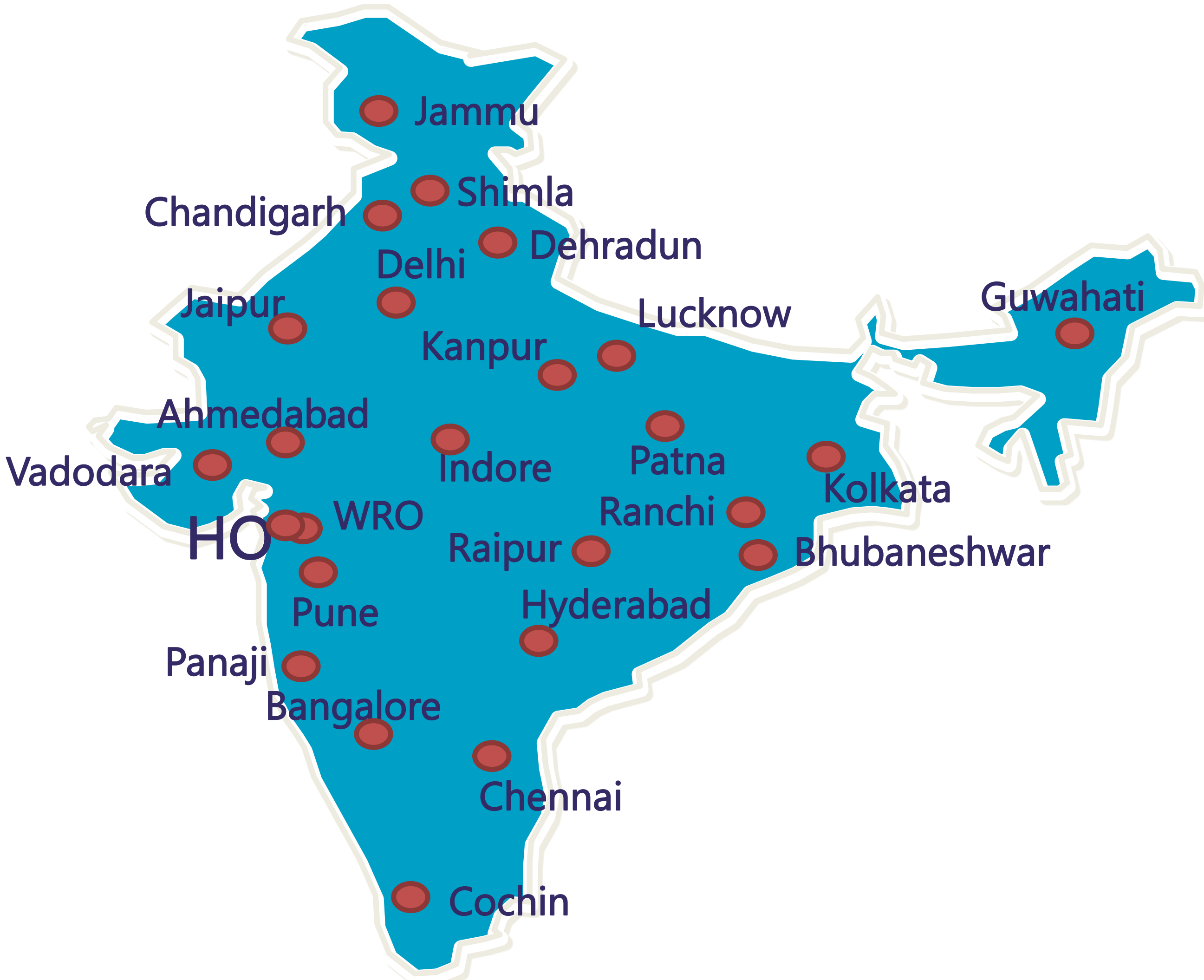
➢ Order in favor of investor, NSE →

  - Blocks amount from available deposits of the trading member with NSE
  - Pays the investor in case trading member decides not to file arbitration.

➢ Trading Member decides to file arbitration →

  - An interim amount released to investor from the Investor Protection Fund (IPF).

Investor Service Centres (ISC) (NSE)



MUST KNOW:

- **5** Regional Offices (RO)
- **19** Investor Service Centres (ISCs)
- TM complaint resolution and Arbitration is serviced from ROs & ISCs

Grievance Redressal Committee (GRC) - Conciliation process (NSE)

Hold Grievance Resolution Committee meeting

Implementation of GRC orders in favor of investors

Investor or trading member can opt for Arbitration, if not satisfied

Cost of conducting conciliation is entirely borne by the Exchange

Go through records
- Analyze the complaint

Hear both the parties
- Opportunity for both parties to represent their case

Discuss for redressal
- Detailed discussion and/or clarification

Record admissibility of claim value
- Prepare order mentioning admissible claim value

Arbitration (NSE)

What is ARBITRATION?

- Quasi Judicial process of settlement of disputes between trading member, investor.

Arbitration Matters handled from all 24 centers.

Governed by Board sub-committee: Regulatory Oversight Committee.

Claim value up to Rs.10 lakhs→ Arbitration fees borne by Exchange

Centralized Arbitrator Appointment Process (CAAP)- for selection of Arbitrator.

Mechanism of Appellate Arbitration, also available.

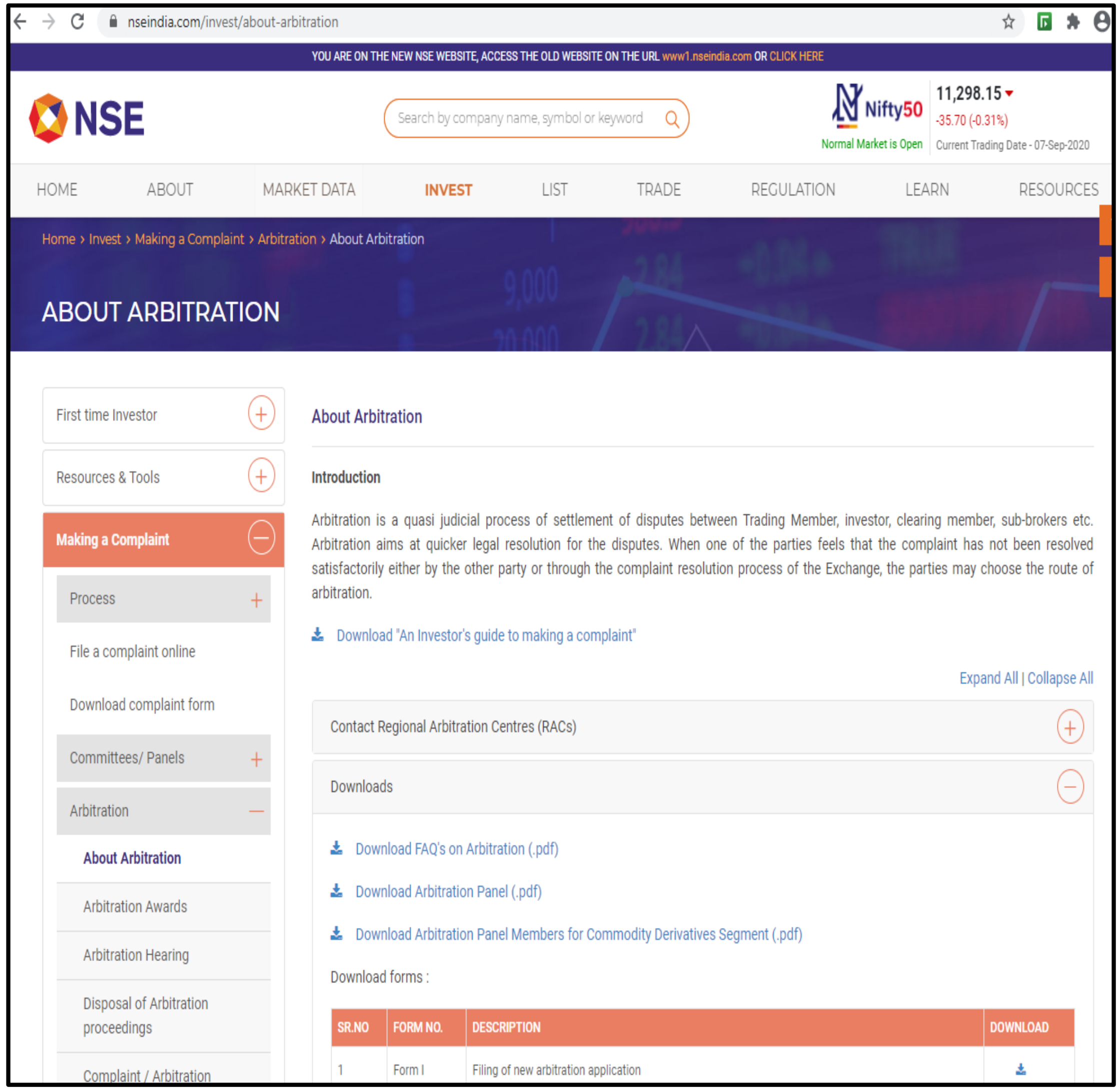
Arbitration (NSE)

- Filed online using NICE Plus portal.
- Forms for Arbitration / Appellate available on Exchange website:

https://www.nseindia.com/invest/about-arbitration

- Panel of Arbitrators available region wise disclosed on the website on below link:

https://www.nseindia.com/invest/arbitration-panel



Arbitration Process (NSE)

Applicant submits arbitration application to Exchange

↓

Application is verified and sent to Respondent

↓

Arbitrator appointed through CAAP and documents forwarded

↓

Hearings held by arbitrator

↓

Arbitrator passes award

↓

Award debited if in favor of constituent

↓

Appeal filed by aggrieved party

↓

Hearings held and appeal award passed

↓

Petition filed u/s 34 in Court

Arbitration Process – Important points (NSE)

Activity		Details
Arbitration application to be filed within		Three years from date of dispute.
Arbitration application to be filed at		Regional Arbitration Centre (RAC) nearest to investor's address mentioned in KYC.
Arbitrators	**Value of Claim up to Rs.25 lakhs**	Sole Arbitrator
	Value of claim > Rs.25 lakhs	Panel of three Arbitrators
Selection of Arbitrator		Through Centralized Arbitrator Appointment Process (CAAP) across Exchanges

Arbitration Process – Important points (NSE)

Activity	Details
Hearing in arbitration cases	- Conducted by Arbitrator with the parties and judgement is passed in form of award. - For claim amount < Rs.25,000/-, hearing isn't compulsory, but arbitrator may call for hearing, if required.
Awards announced by Arbitrator	- Awards in favor of investor implemented by NSE. - Amount, as above, taken from trading member and paid to investor.
Non-satisfactory redressal	- Investor/ TM not satisfied with arbitration award may file an appeal. - Interim amount is paid out of IPF to investor, if TM wishes to appeal further in appellate arbitration.

Fee Structure for Filing Arbitration (NSE)

FEE STRUCTURE FOR FILING ARBITRATION

Amount of Claim /Counter Claim, whichever is higher	If claim is filed within six months	If claim is filed after six months from the date of dispute or after one month from the date of IGRP order, whichever is later	If the claim is filed beyond the timeline prescribed in column 3 (only for trading member)
≤ Rs. 10,00,000	1.3% subject to a minimum of Rs. 10,000/-	3.9% subject to a minimum of Rs. 30,000	Additional fee of Rs. 3,000/- per month over and above fee prescribed in column 3
> Rs. 10,00,000 - > Rs. 25,00,000	Rs. 13,000 plus 0.3% amount above Rs. 10 lakh	Rs. 39,000 plus 0.9% amount above Rs. 10 lakh	Additional fee of Rs. 6,000/- per month over and above fee prescribed in column 3
> Rs.25,00,000	Rs. 17,500 plus 0.2 % amount above Rs. 25 lakh subject to maximum of Rs. 30,000	Rs. 52,500 plus 0.6 % amount above Rs. 25 lakh subject to maximum of Rs.90,000	Additional fee of Rs. 12,000/- per month over and above fee prescribed in column 3

Forms/ Documents for Filing Arbitration application (NSE)

Different forms/ documents used for filing arbitration application:

S.No.	Forms/ Documents	Purpose
1.	Form III (dated & signed)	For filing appeal against the award passed along with copy of award.
2.	Statement of appeal	Brief description of the grounds which are to be placed in the appeal and relief sought through the appeal process.
3.	Cheque/ Pay Order/ Demand Draft in favour of NSEIL	Towards cost of appeal (non-refundable)

*** Note: The documents should be submitted in sets of 5 in original.**

Investor Grievance Redressal (NSE)

APPEAL MECHANISM

Any party not satisfied with the arbitration award can file an appeal at the Exchange.

IMPORTANT POINTS TO REMEMBER

- ✓ Appeal before Appellate Arbitrators of Exchange within 30 days from date of receipt of award
- ✓ Rs 42,000/- fees to be paid by appellant
- ✓ In case appellant is an investor and claim is less than Rs 10 lakhs Rs. 22,000/- fees to be paid by appellant (investor) for filing appeal as per SEBI circular dated February 23, 2017
- ✓ Panel of three arbitrators for appeal to be appointed excluding the arbitrators who passed original arbitration award
- ✓ Application under section 33 of Arbitration and Conciliation Act, 1996 for correction, interpretation or additional award within 30 days
- ✓ Challenging of Award in Court of Law under Sect ion 34 of Arbitration and Conciliation Act, 1996.

Different forms/documents used for filing arbitration application

S.No.	Forms/ Documents	Purpose
1.	Form III (dated & signed)	For filing appeal against the award passed along with copy of award.
2.	Statement of appeal	Brief description of the grounds which are to be placed in the appeal and relief sought through the appeal process.
3.	Cheque/ Pay Order/ Demand Draft in favour of NSEIL	Towards cost of appeal (non-refundable).

*** Note: The documents should be submitted in sets of 5 in original.**

Sample Arbitration Award Copy (NSE)

BEFORE THE ARBITRAL TRIBUNAL OF SH. RAM PRAKASH, JUDGE (RETD.)

SOLE ARBITRATOR

A.M. NO. NSEDR[redacted]23/18-19/ISC/IGRP/ARB

<u>IN THE MATTER OF ARBITRATION BETWEEN:-</u>

[redacted]X,
[redacted]

...CONSTITUENT/CLAIMANT

AND

[redacted]AR,
[redacted]

...TRADING MEMBER / RESPONDENT

<u>AWARD</u>

1. The Claimant/ Constituent has filed this Claim for claiming an amount of Rs. 6,65,773/- along with interest of Rs. 1,99,720/-, thus totaling Rs. 8,65,453/- (along with cost).

2. The brief facts are: this is an admitted fact that the Claimant has opened a Trading and Demat Account with the Respondent and the Respondent Company has allotted a [redacted] for the Claimant.

Arbitration Process – Interim Relief to small investors (NSE)

- Interim Relief granted to clients by Stock Exchange (SE) from Investor Protection Fund (IPF), if:
  - Order of award is in favor of client.
  - Member opts for further appeal
  - Claim value admissible is not more than Rs.20 lakhs

Condition	Interim Relief
TM files Arbitration against GRC order	50% of the admissible claim amount or Rs.2 lakhs, whichever is less
TM opts for Appellate / Court against Arbitration	50% of the award amount or 3 lakhs, whichever is less
TM files appeal in Court against Appellate Award	75% of the appellate arbitration award or 5 lakhs, whichever is less

- Total amount released to client through facility of interim relief from IPF shall not exceed Rs.10 lakhs in the financial year.

Remedy to investors in case of Broker – Expulsion/ Default (NSE)

- **Defaulters' Committee:**

- Administer assets in respect of defaulters/expelled trading members.

- Distributes amount available in defaulter's account to the admitted claims on pro-rata basis as per the priority laid out under NSE Rules / Regulations / Bye-Laws

- In case of insufficient funds in Defaulters' account →

Compensation is paid from Investor Protection Fund (IPF)

- Compensation up to a maximum of Rs.25 lakhs per investor subject to an overall limit per defaulter / expelled member.

Remedy to investors in case of Broker – Expulsion/ Default (NSE)

- Trading Member expelled/ declared as defaulter/expelled member →

  Exchange issues a Public Notice in leading newspapers.

- List available on NSE website under:

  Home > Domestic Investors > Defaulters > Public Notice.

- Investors having claims against Defaulter/Expelled Trading Member:

  Register claim within 3 months from date of Public Notice.

- To register a claim against a defaulter/expelled Member:

  - Visit www.nseindia.com website
  - Download form from below mentioned address:

  https://www.nseindia.com/invest/details-to-be-provided-for-lodging-claims

Investor Grievance Redressal - BSE

Investor Grievance Redressal (BSE)

➢ **Department for Investors Services (DIS)**

- Dedicated department to redress investor grievances.

- Operation of Investor Services Center (ISC) commenced in year 1986.

- Plays a pivotal role in enhancing and maintaining investors' faith and confidence by resolving their grievances.

- Services offered by DIS are as under:
  - Investors' Grievances against BSE's Trading Members (Including Arbitration & appellate Arbitration)
  - Claim against Defaulter/Expelled Member
  - Investors' Grievances against Listed Companies

➢ Regional Investor Service Centers of BSE = At 25 places.

➢ Complaint against Companies are handled solely from Mumbai office (Fort & BKC).

Mode of Filing Complaints (BSE)

Physical Complaint

- Filing of complaints at concerned regional investor centre of BSE Ltd.,
- List of Investor Service Centers available at: https://www.bseindia.com/static/investors/cac_tm.aspx

eComplaint Portal

- Lodging of complaints through Exchange's website under e-Complaint Registration at following link: **https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx**

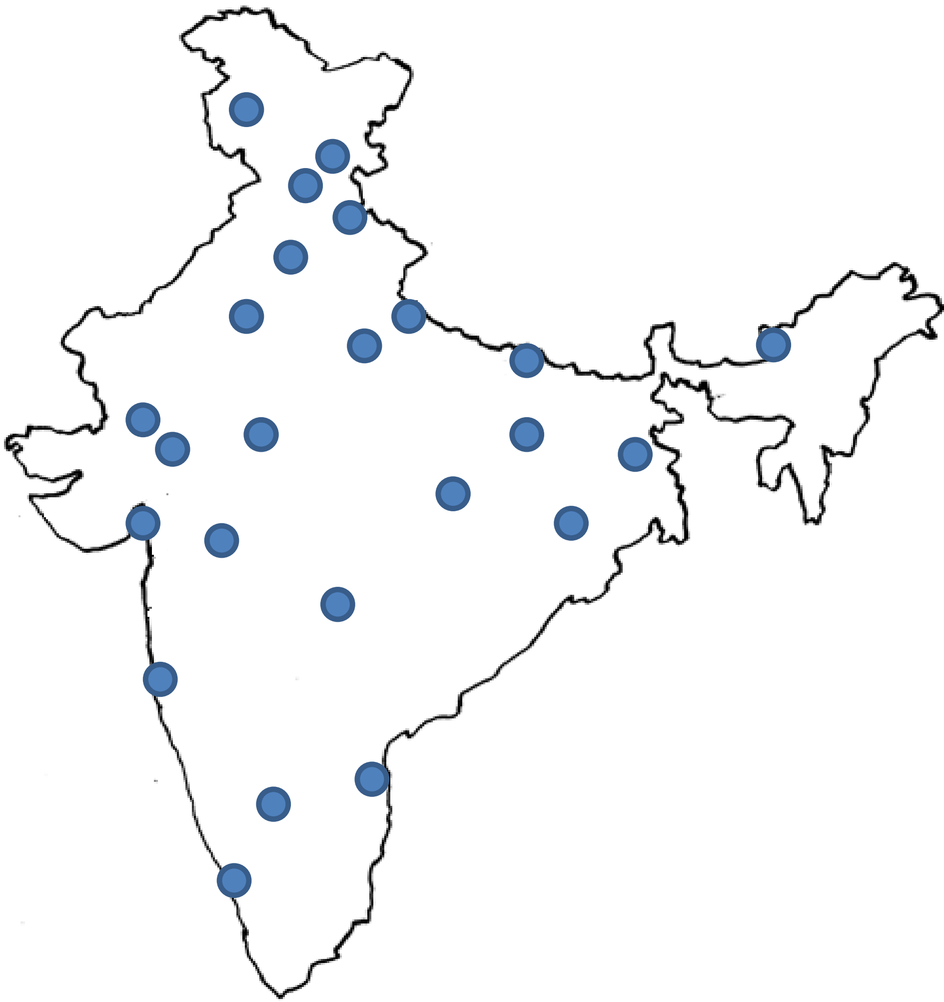
SCORES

- Lodging of complaints on SEBI SCORES.

Email

- Lodging complaints through email on dedicated email id of exchange at: https://www.bseindia.com/static/investors/cac_tm.aspx

Investor Service Centres (ISCs) offering IGRC & Arbitration Facility (BSE)



25 ISCs PAN INDIA

1) Ahmedabad
2) Bengaluru
3) Bhubaneshwar
4) Chandigarh
5) Chennai
6) Dehradun
7) Guwahati
8) Hyderabad
9) Indore
10)Jaipur
11)Jammu
12)Kanpur
13)Kochi
14)Kolkata
15) Lucknow
16) Mumbai (2)
17) New Delhi
18) Panjim
19) Patna
20) Pune
21) Raipur
22) Ranchi
23) Shimla
24) Vadodara

Investor Grievance Redressal (BSE)

- Process of IGRC, arbitration and appeal is same as that of NSE.
- Investors to approach nearest Regional Investor Service Centre w.r.t. the most recent address / registered office address of the constituent.
- Hearings shall be held in concerned Regional Investor Service Centre where the Applicant has filed the Application for IGRC/Arbitration.
- For complaints arbitration forms, fees structure, arbitrators profile:
  https://www.bseindia.com/static/investors/arbitration_mechanism.aspx
- For details of complaint/ Arbitration status:
  https://www.bseindia.com/investors/invgrievstats.aspx
- For the Arbitration awards:
  https://www.bseindia.com/investors/ArbitAwards.aspx

Investor Claim against Defaulter/ Expelled Member (BSE)

- Maximum of Rs. 15,00,000/- be compensated to client of a defaulter.
- Compensation paid from Investors Protection Fund (IPF).
- Amount paid to extent of award amount or Rs. 15,00,000/-, whichever is lower.
- Exchange website may be accessed for:

- Norms for eligibility of claims for compensation from IPF.
- Form for lodging claim against Defaulter/Expelled Member.
- Checklist for lodging claims

https://www.bseindia.com/static/investors/cac_tm.aspx

Investor Grievance Redressal - NSDL

Investor Grievance Redressal (NSDL)

- **Have a Grievance related to Demat account**?
  - Approach Depository Participant (DP) where you hold your demat account.
  - Grievance not resolved by DP → Approach your Depository
- Lodge complaint to NSDL through:

NSDL Toll Free helpline	NSDL Email for grievance	NSDL email for other information	Online submission of Grievances at www.nsdl.co.in
1800 222 990	relations@nsdl.co.in	info@nsdl.co.in	→Query Now

Online Submission of Grievances (NSDL)

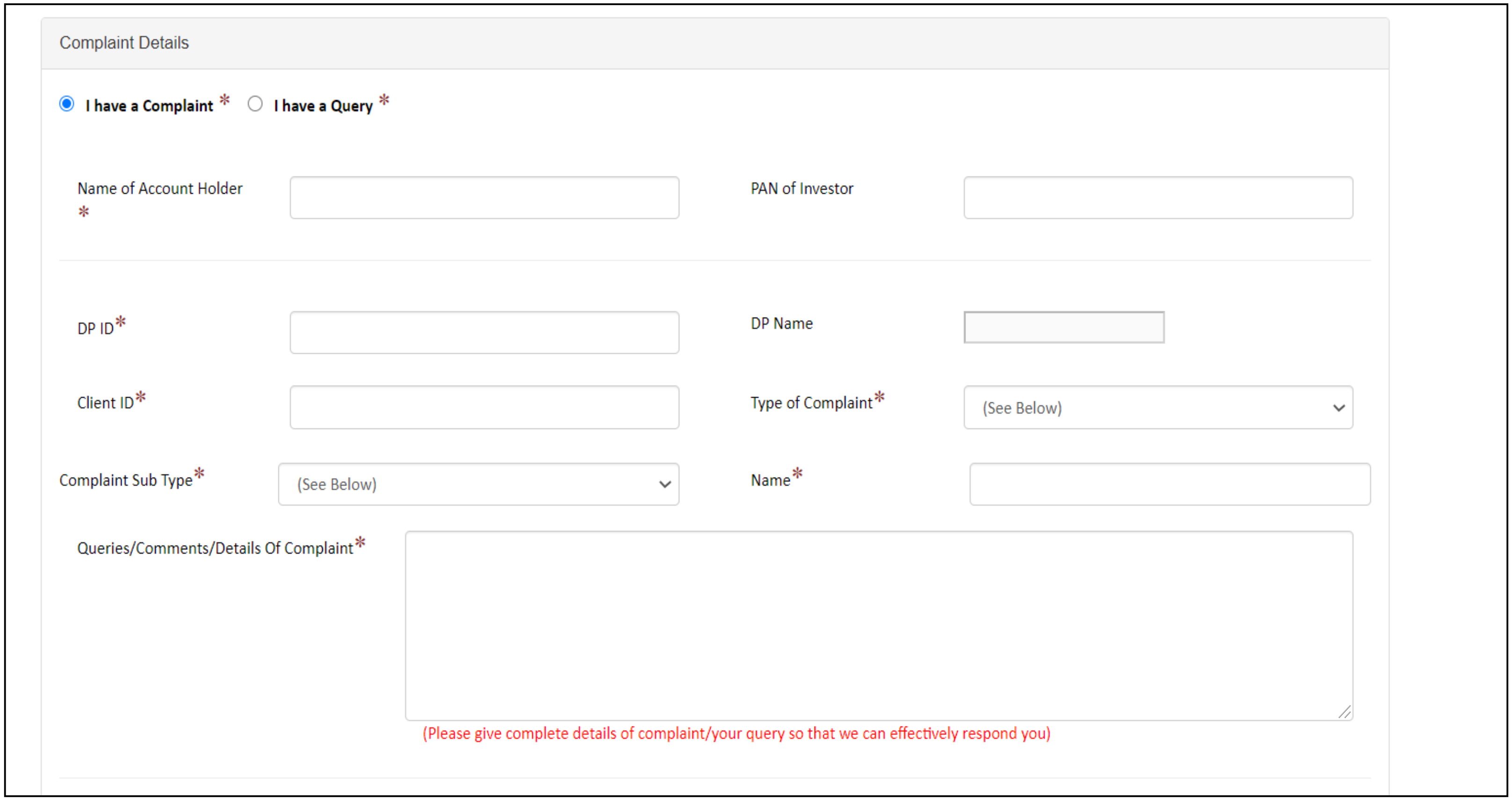
Home : About Us : Downloadables : **Investors**

Investors

- Post your complaints / queries to NSDL
- If you are not satisfied with resolution provided by NSDL, you may post your complaint to SEBI Complaints Redress System (SCORES) at www.scores.gov.in
- Disclosure of investor complaints, arbitration details and penal actions against Depository Participants
- Disclosure of regulatory orders by Depository and arbitration awards

Contact Person in case of Investor Grievance

Online Submission of Grievances (NSDL)


Complaint Details

I have a Complaint * I have a Query *

Name of Account Holder *

PAN of Investor

DP ID*

DP Name

Client ID*

Type of Complaint*

(See Below)

Complaint Sub Type*

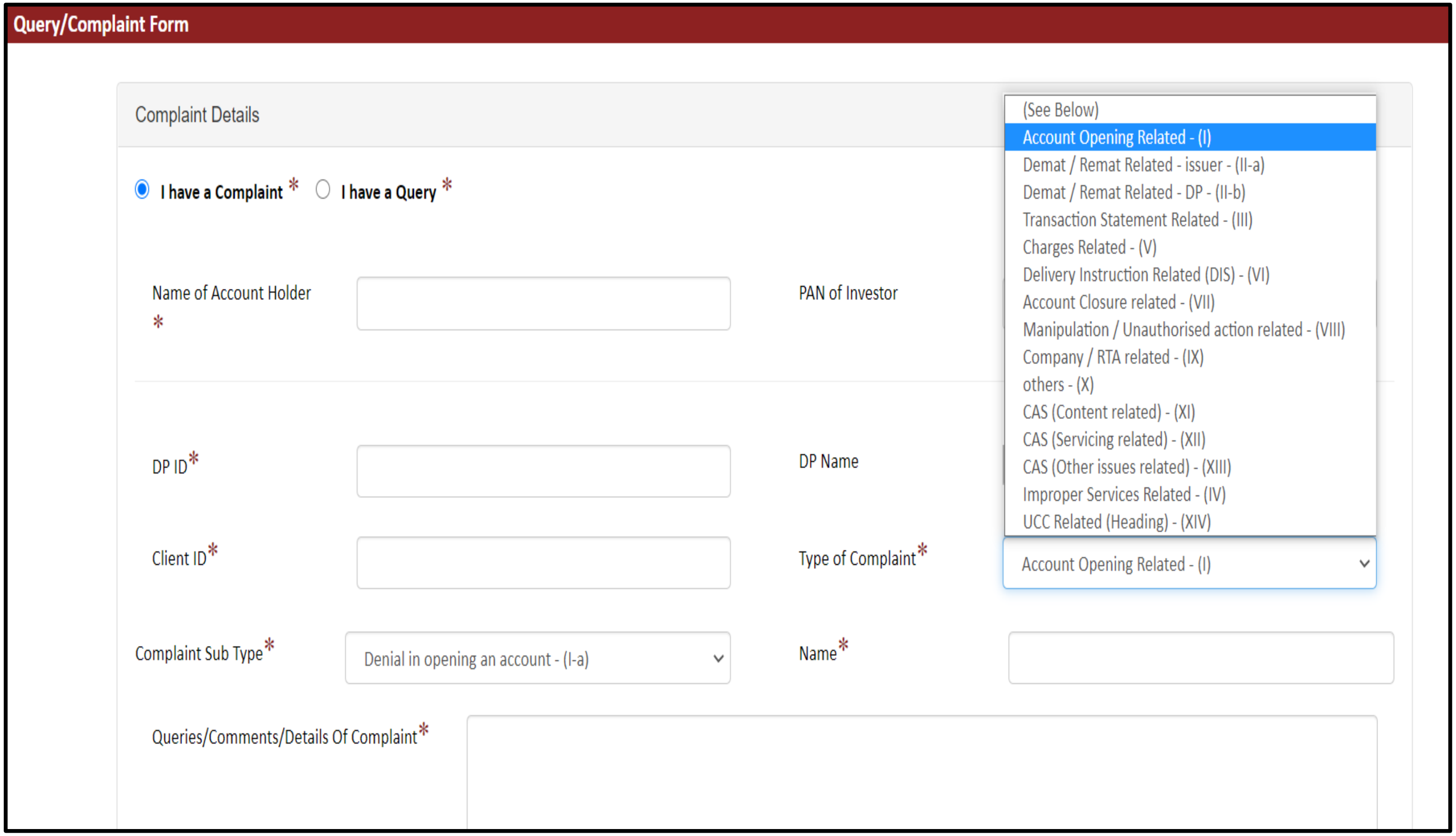
(See Below)

Name*

Queries/Comments/Details Of Complaint*

(Please give complete details of complaint/your query so that we can effectively respond you)

Online Submission of Grievances (NSDL)


Query/Complaint Form

Complaint Details

I have a Complaint * I have a Query *

Name of Account Holder *

PAN of Investor

DP ID*

DP Name

Client ID*

Type of Complaint*

(See Below)
Account Opening Related - (I)
Demat / Remat Related - issuer - (II-a)
Demat / Remat Related - DP - (II-b)
Transaction Statement Related - (III)
Charges Related - (V)
Delivery Instruction Related (DIS) - (VI)
Account Closure related - (VII)
Manipulation / Unauthorised action related - (VIII)
Company / RTA related - (IX)
others - (X)
CAS (Content related) - (XI)
CAS (Servicing related) - (XII)
CAS (Other issues related) - (XIII)
Improper Services Related - (IV)
UCC Related (Heading) - (XIV)

Account Opening Related - (I)

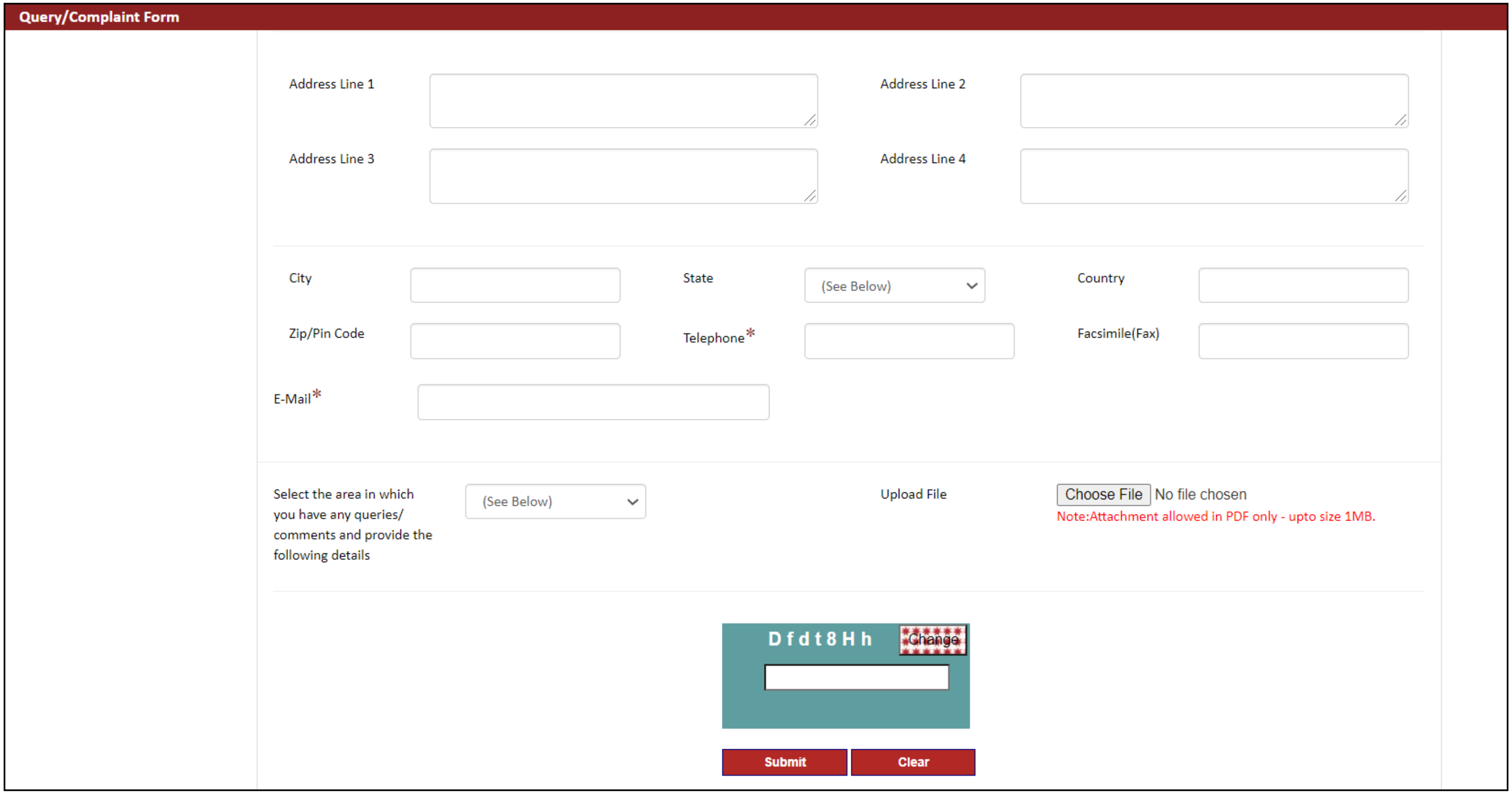
Complaint Sub Type*

Denial in opening an account - (I-a)

Name*

Queries/Comments/Details Of Complaint*

Online Submission of Grievances (NSDL)



Query/Complaint Form

Address Line 1

Address Line 2

Address Line 3

Address Line 4

City

State (See Below)

Country

Zip/Pin Code

Telephone*

Facsimile(Fax)

E-Mail*

Select the area in which you have any queries/ comments and provide the following details (See Below)

Upload File Choose File No file chosen

Note:Attachment allowed in PDF only - upto size 1MB.

Dfdt8Hh Change

Submit Clear

Investor Grievance Redressal - CDSL

Investor Grievance Redressal (CDSL)

Have a Grievance? → Approach Depository Participant (DP) where you hold your demat account. → If grievance not resolved, approach your depository.

- Lodge complaint to CDSL through:

CDSL Web portal: https://www.cdslindia.com/Footer/grievances.aspx → Post your Grievances

- For complaints against Depository Participants (DPs) and Registrar and Transfer Agents (RTAs)

CDSL Email id : complaints@cdslindia.com

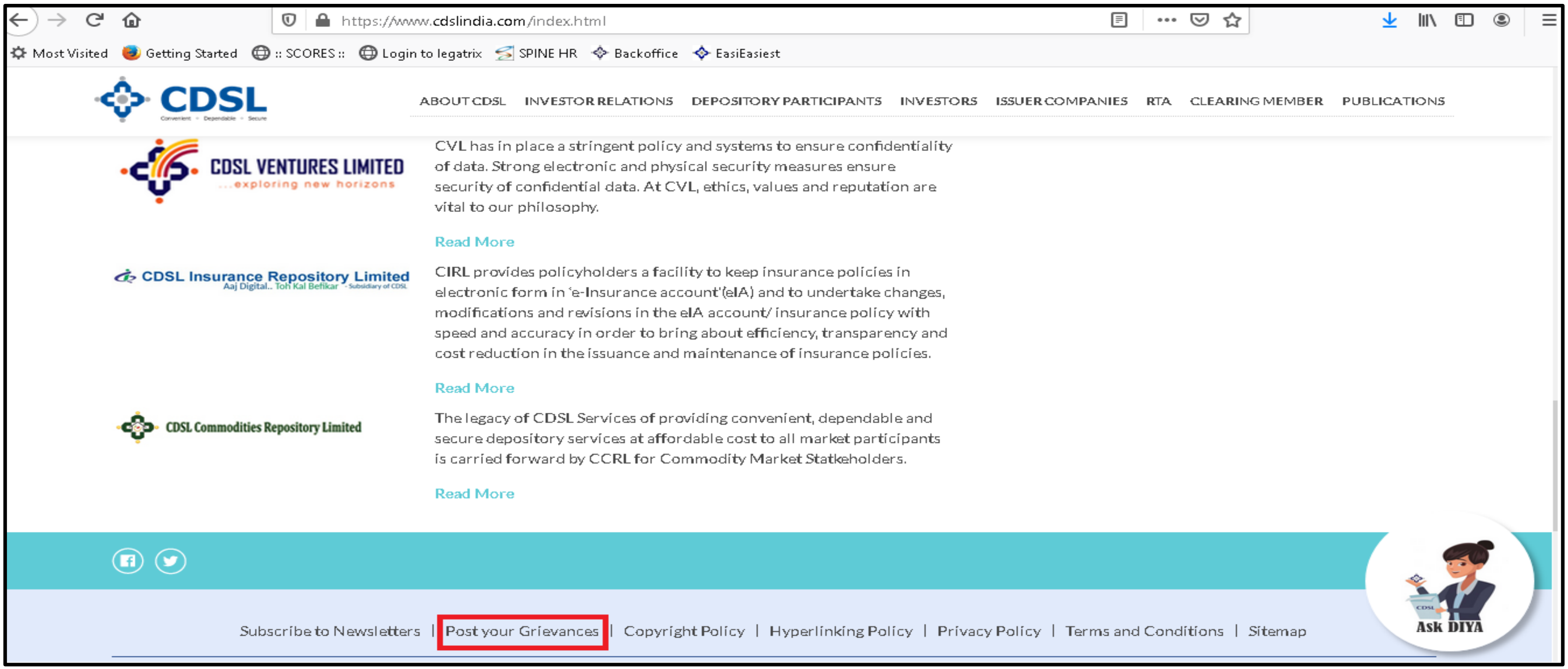
CDSL Toll Free no : 1800-22-5533

Trading/Broking related grievance → take up with Broker/Trading Member

Registration of Grievance through CDSL Web based Portal

To register your Complaint → Visit www.cdslindia.com → Click on option <u>Post your Grievance</u>

Contd…

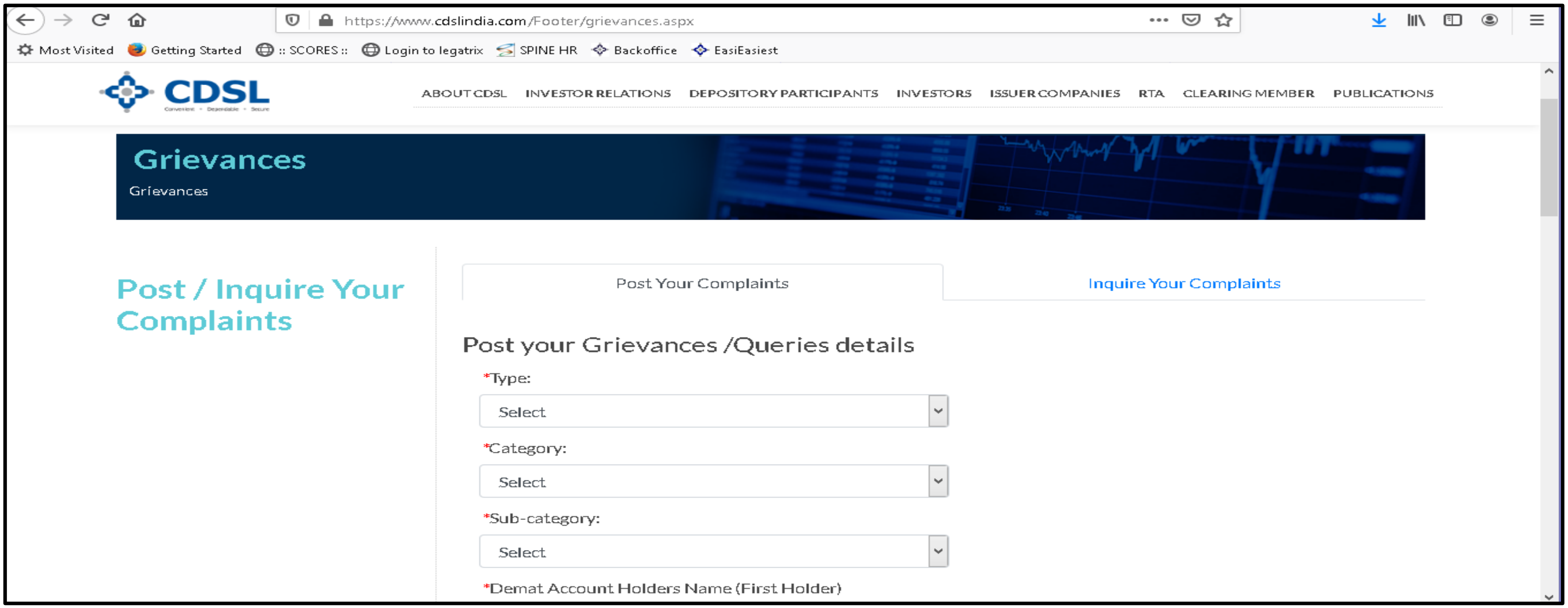


Registration of Grievance through CDSL Web based Portal (contd…)

After clicking on Post your Grievance

Enter details of grievance like type, category, sub-category, PAN, contact number, complaint against and complaint details

Contd…



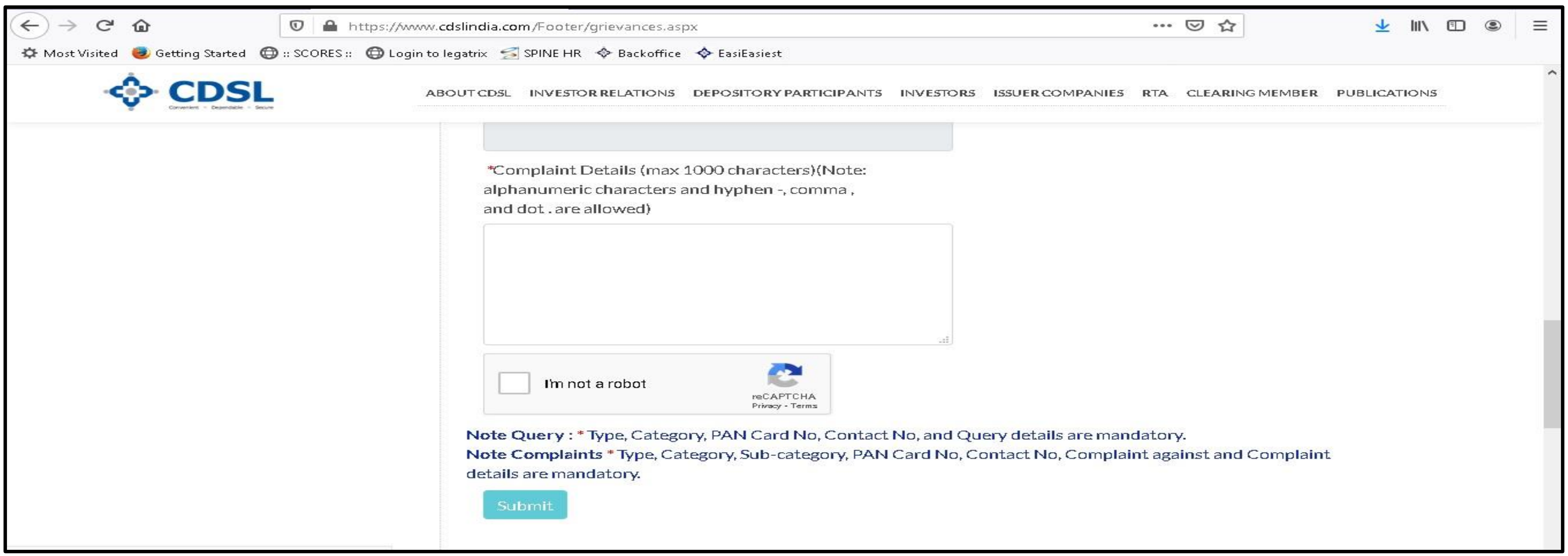
Registration of Grievance through CDSL Web based Portal (contd…)

After entering mandatory details, click on Submit option.

Enter the OTP received on your registered email-id.

Grievance will be registered and grievance registration number will be flashed on screen.

Contd…

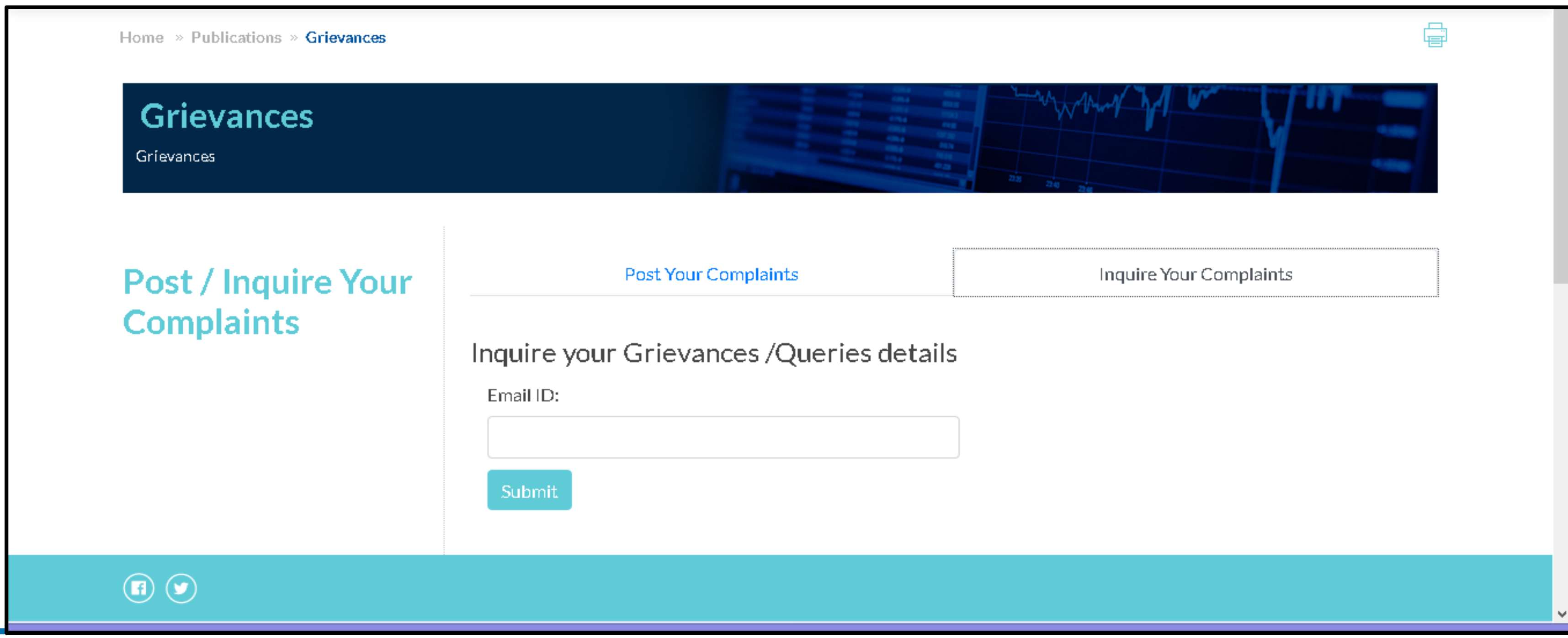


Registration of Grievance through CDSL Web based Portal (contd…)

Complaint forwarded to respective DP/ RTA for redressal.

Status of grievance may be checked from – Inquire your Complaints.

Contd…



Websites of SEBI and Stock Exchanges and Depositories

- SEBI: www.sebi.gov.in
- SEBI SCORES: www.scores.gov.in
- Stock Exchanges:
  - NSE Ltd: www.nseindia.com
  - BSE Ltd: www.bseindi.com
  - MSE: www.msei.in
- Depositories:
  - NSDL: www.nsdl.co.in
  - CDSL: www.cdslindia.com

Thank You