



Central Depository Services (India) Limited

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COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/IG/DP/2022/653

November 10, 2022

INVESTOR GRIEVANCE REDRESSAL MECHANISM

Depository Participants (DPs) are advised to refer to communicate no. CDSL/IG/DP/2022/468 dated August 17, 2022, wherein DPs were advised to explicitly display the Investor Grievances escalation matrix at their DP website under 'Contact Us' page. The 'Contact Us' link should be placed on the index/homepage of the website. Upon clicking the same, it should display the details as per Annexure 'A'. This provision shall come into effect from September 15, 2022.

Despite repeated reminders, few DPs still have not complied with the said Communique. Further, on verification of the escalation matrix updated by DPs, it has been observed that DPs have not completely adhered to the requirements which defeats the very purpose of the communique. In view of the same, DPs are advised to comply with the following:

- Contact numbers mentioned for each escalation level should be different.
- Contact number provided should be handled by escalated person and not by IVRS
- In case contact number is handled by IVRS, it should allow the caller/complainant to reach the desired escalated person.
- Escalated person's number provided should be valid /correct

In addition to the above, DPs are also advised to include working hours of each escalation level (e.g., Monday to Saturday 9.00 am to 12.30 pm and 2.00 pm to 6.00 pm.).

DPs are requested to take note of the above and comply with the above guidelines, failing which, penal action will be taken against DPs for non-compliance.

Queries regarding this communique may be addressed to:

CDSL – Investor Grievance Dept - Phone :022 2305 8658 / 022 2305 8669 / 022 2305 8767/ 022 2305 8782.

Sd/-

Shelma D'Souza
Senior Manager – Investor Grievance Cell



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Annexure A Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Client Servicing					
Head of Client Servicing					
Compliance Officer					
CEO					

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.