



**ARYAMAN
CAPITAL MARKETS LIMITED**

**INVESTOR CHARTER FOR
DEPOSITORY PARTICIPANTS**

Investor Charter
(Updated as per SEBI/HO/MRD/MRD-PoD-1/P/CIR/2024/66 dated May 29, 2024)
Investor Charter of Depository Participant
CDSL DPID- 12086100

1. Vision

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

2. Mission

- To hold securities of investors in dematerialized form and facilitate their transfer, while ensuring safekeeping of securities and protecting the interests of investors.
- To provide timely and accurate information to investors with regard to their holdings 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.

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 and 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>

4. Description of services provided by the Depository through Depository Participants (DP) 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.	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 the demat account	30 days
8.	Settlement Instruction	For T+1-day settlements, Participants shall accept instructions from the Clients, in physical form up to 4 p.m. (in case of electronic instructions up to 6.00 p.m.) on T Day for pay-in of securities. For T+0-day settlements, Participants shall accept EPI instructions from the clients till 11:00 AM on T Day. Note: 'T' refers to 'Trade 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)¹ Transposition cum dematerialization² Linkages with Clearing System³ - Distribution of cash and non-c Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs, etc.), stock lending, demat of NSC / KVP, demat of warehouse receipts, etc.
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).
3.	Digitalization of services provided by the depositories	Depositories offer below technology solutions and e-facilities to their demat account holders through DPs: E-account opening⁴ Online instructions for execution⁵ e-DIS / Demat Gateway⁶ e-CAS facility⁷ Miscellaneous services⁸

5. Details of Grievance Redressal Mechanism

The Process of Investor Grievance Redressal

1.	Investor Complaint/ Grievances	An investor can lodge a complaint/ grievance against the Depository/DP in the following ways: a. Electronic mode - (i) SCORES 2.0 (a web-based centralized grievance redressal system of SEBI) https://scores.sebi.gov.in/Two-Level Review for complaint/grievance against DP: - First review done by Designated Body - Second review done by SEBI (ii) Respective Depository's web portal dedicated for the filing of complaints https://www.cdslindia.com/eservices/footer/grievances (iii) Emails to the designated email IDs of Depository complaints@cdslindia.com b. Offline mode [details of link to the form to be provided by Depositories] The complaints/ grievances lodged directly with the Depository shall be resolved within 21 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 the SMARTODR platform for its resolution through online conciliation or arbitration. https://smartodr.in/login
3.	Steps to be followed in ODR for Review, Conciliation, and Arbitration	➤ Investor to approach the Market Participant for redressal of the complaint ➤ If the investor is not satisfied with the response of the Market Participant, he/she can escalate the complaint on the SEBI SCORES portal. ➤ Alternatively, the investor may also file a complaint on the SMARTODR portal for its resolution through online conciliation and arbitration. ➤ Upon receipt of a complaint on the SMARTODR portal, the relevant MII will review the matter and endeavor to resolve the matter between the Market Participant and investor within 21 days. ➤ If the matter cannot be amicably resolved, then the Investor may request the MII to refer the matter for conciliation.

		➤ During the conciliation process, the conciliator will endeavor for an amicable settlement of the dispute within 21 days, which may be extended by 10 days by the conciliator. ➤ If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration. The arbitration process is to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days.
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6. Guidance pertaining to special circumstances related to market activities: Termination of the Depository Participant

Sr. No.	Type of special circumstances	Timelines for the Activity/ Service
1.	▪ 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. ▪ Participant surrenders the participation of their own will.	▪ Client will have the 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 (<https://www.afsl.co.in/Acml/uploads/Dos-and-Don>)

Sr. No.	Guidance
i.	Always deal with an SEBI-registered Depository Participant for opening a demat account.
ii.	Read all the documents carefully before signing them.
iii.	Before granting Power of Attorney to operate your demat account to an intermediary like Stock stockbroker, Portfolio Management Services (PMS), etc., carefully examine the scope and implications of powers being granted.
iv.	Always make payments to a registered intermediary using banking channels. No payment should be made in the name of an employee of an intermediary.
v.	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 and, 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 a blank DIS as it is equivalent to a bearer cheque.
vi.	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 the system.
vii.	Mention your Mobile Number and email ID in the account opening form to receive SMS alerts and regular updates directly from the depository.
viii.	Always ensure that the mobile number and email ID linked to your demat account are the same as those provided at the time of account opening/updation.
ix.	Do not share the password of your online trading and demat account with anyone.
x.	Do not share One Time Password (OTP) received from banks, brokers, etc. These are meant to be used by you only.
xi.	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.
xii.	Demat is mandatory for any transfer of securities of listed public limited companies.
xiii.	If you have any grievance in respect of your demat account, please write to the designated email IDs of depositories, or you may lodge the same with SEBI online at https://scores.sebi.gov.in .
xiv.	Keep a record of documents signed, DIS issued, and account statements received.

xv.	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.
xvi.	Appoint a nominee to facilitate your heirs in obtaining the securities in your demat account, on completion of the necessary procedures.
xvii.	Register for the Depository's internet-based facility or download the mobile app of the Depository to monitor your holdings.
xviii.	Ensure that both your holding and transaction statements are received periodically as instructed by your DP. You are entitled to receive a transaction statement every month if you have any transactions.
xix.	Do not follow herd mentality for investments. Seek expert and professional advice for your investments.
xx.	Beware of assured/fixed returns.

8. Rights of investors ([Rights-of-Investors.pdf](#))

- i. Receive a copy of KYC, a copy of the account opening documents.
- ii. No minimum balance is required to be maintained in a demat account.
- iii. No charges are payable for opening of demat accounts.
- iv. If executed, receive a copy of the Power of Attorney. However, a 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.
- v. You can open more than one demat account in the same name with a single DP/ multiple DPs.
- vi. 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.
- vii. Pledge and /or any other interest or encumbrance can be created on demat holdings.
- viii. Right to give standing instructions with regard to the crediting of securities in a demat account.
- ix. The investor can exercise its right to freeze/defreeze its/demat account or specific securities / specific quantity of securities in the account, maintained with the DP.
- x. In case of any grievances, the Investor has the right to approach Participant or Depository, or SEBI for getting the same resolved within the prescribed timelines.
- xi. 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.
- xii. 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.
- xiii. Right to indemnification for any loss caused due to the negligence of the Depository or the participant.
- xiv. Right to opt out of the Depository system in respect of any security.

9. Responsibilities of Investors ([Responsibilities-of-Investors.pdf](#))

- i. Deal with a SEBI-registered DP for opening a demat account, KYC, and Depository activities.
- ii. Provide complete documents for account opening and KYC (Know Your Client). Fill in all the required details in the Account Opening Form / KYC form in your own handwriting and cancel out the blanks.
- iii. Read all documents and conditions being agreed before signing the account opening form.
- iv. 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.
- v. Always mention the details like ISIN, number of securities, accurately.
- vi. Inform of any change in information linked to the demat account and obtain confirmation of updation in the system.
- vii. Regularly verify balances and demat statements and reconcile with trades/transactions.
- viii. Appoint nominee(s) to facilitate heirs in obtaining the securities in their demat account.
- ix. Do not fall prey to fraudsters sending emails and SMSs luring you to trade in stocks / Securities promising huge profits.

10. Code of Conduct for Depositories

(Part D of the 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 a 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, the integrity of the depository's systems, and the securities market.
- (h) endeavor for the 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 at a disadvantageous position while competing for or executing any assignment.
- (k) segregate the roles and responsibilities of key management personnel within the depository, including
 - a. Clearly mapping legal and regulatory duties to the concerned position
 - b. Defining the 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 interests of investors and the securities market.

11. Code of Conduct for Participants

(<https://www.afsl.co.in/uploads/Code%20of%20Conduct%20for%20Participants.pdf>)

Part A of the Third Schedule of SEBI (D & P) regulations, 2018)

1. A participant shall make all efforts to protect the interests of investors.
2. A participant shall always endeavor to—
 - (a) render the best possible advice to the clients, having regard to the client's needs and the environment, and his own professional skills;
 - (b) ensure that all professional dealings are affected in a prompt, effective, and efficient manner;
 - (c) Inquiries from investors are adequately dealt with.
 - (d) The grievances of investors are redressed without any delay.
3. A participant shall maintain high standards of integrity in all its dealings with its clients and other intermediaries, in the conduct of its business.
4. A participant shall be prompt and diligent in opening a beneficial owner account, dispatching 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.
5. A participant shall endeavor 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 after receipt.
6. A participant shall not increase charges/fees for the services rendered without proper advance notice to the beneficial owners.
7. 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 at a disadvantageous position while competing for or executing any assignment.
8. 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.
9. 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/authorization of the clients or when it is required to disclose the information under the requirements of any Act, Rules, or Regulations.
10. A participant shall co-operate with the Board as and when required.
11. 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.
12. A participant shall not make any untrue statement or suppress any material fact in any documents, reports, papers, or information furnished to the Board.
13. 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.
14. 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 non-compliance by it, of any law, Rules, regulations,

directions of the Board, or of any other regulatory body.

15. A participant shall maintain a proper inward system for all types of mail received in all forms.
16. 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 transactions.
17. 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, up-to-date backup is always available with it.
18. A participant shall provide adequate freedom and powers to its compliance officer for the effective discharge of his duties.
19. 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.
20. A participant shall be responsible for the acts or omissions of its employees and agents in respect of the conduct of its business.
21. A participant shall ensure that the senior management, particularly decision makers, have access to all relevant information about the business on a timely basis.
22. A participant shall ensure that good corporate policies and corporate governance are in place.
