



NSDL

Technology, Trust & Reach

An Investor's Guide to Depository



DEMAT SIMPLIFIED

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GENERAL & BENEFITS



NSDL commenced its operations in November 1996. Holding and handling of securities in electronic form eliminates problems that are normally associated with physical certificates, like mutilation, loss in transit, problems of bad delivery, etc. Further, it facilitates faster settlement cycles. The number of users of NSDL depository system is steadily increasing. It is our endeavor to keep all the present and prospective users of NSDL depository system aware of the facilities, benefits and precautions in using the NSDL depository system. This booklet of “frequently asked questions” is an effort towards this end.

GENERAL

1. What is a depository?

A depository can be compared to a bank which holds funds belonging to its clients. A depository holds securities (like Shares, Debentures, Bonds, Government Securities, Mutual Fund Units, etc.) of investors in electronic form. Besides holding securities, a depository also provides services related to transactions in securities.

2. How can I avail the services of a depository?

A depository interfaces with the investors through its agents called Depository Participants (DPs). If an investor wants to avail the services offered by the depository, the investor has to open an account with a DP. This is similar to opening an account with any branch of a bank in order to utilise the bank's services. Suggestions on how to select a DP are given in account opening section.

BENEFITS

1. What are the benefits of participation in a depository system?

The benefits of participation in a depository system are:

- Immediate transfer of securities
- No stamp duty on transfer of securities
- Elimination of risks associated with physical certificates such as bad delivery, fake securities, etc.
- Reduction in paper work involved in transfer of securities
- Reduction in transaction cost
- Nomination facility
- Change in address / bank account details recorded with DP gets registered electronically with all companies in which investor holds securities eliminating the need to correspond with each of them separately
- Transmission of securities is done by DP eliminating correspondence with companies
- Convenient method of consolidation of folios / accounts
- Holding investments in Equity, Debt Instruments, Government securities, Mutual Fund Units etc. in a single account
- Automatic Credit of Shares, Mutual Fund Units etc, arising out of split / consolidation / merger etc. into the Demat Account

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SERVICES & ACCOUNT OPENING



SERVICES

1. What are the facilities offered by NSDL?

NSDL offers following facilities:-

- Dematerialisation i.e., converting physical certificates into electronic form and rematerialisation i.e., conversion of securities held in demat form into physical certificates
- Facilitating conversion / reconversion / repurchase / redemption of units of mutual funds
- Electronic settlement of trades in stock exchanges connected to NSDL
- Pledging / hypothecation of dematerialised securities against loan
- Electronic credit of securities allotted in public issues, rights issue
- Receipt of non-cash corporate benefits such as bonus, in electronic form
- Freezing of Demat Accounts, so that debits from the account are not permitted
- Nomination facility for Demat Accounts
- Services related to change of address, change in bank account details, change in nominee
- Effecting transmission of securities
- Instructions to your DP over Internet through SPEED-e facility. (Please check with your DP for availing the facility)
- SMS alert facility
- Other facilities viz. holding debt instruments in the same account, availing stock lending / borrowing facility, etc.

ACCOUNT OPENING

1. You mentioned that I would have to open an account with a DP if I want to participate in the depository. Who is a DP?

NSDL provides its services to investors through its agents called Depository Participants (DPs). These agents are appointed by NSDL with the approval of SEBI. According to SEBI regulations, amongst others, three categories of entities i.e. Banks, Financial Institutions and Members of Stock Exchanges (brokers) registered with SEBI can become DPs. You can get a list of DPs from NSDL's office or from our website www.nsdl.co.in

2. How do I select a DP?

You can select your DP to open a Demat Account just like you select a bank for opening a savings account. Some of the important factors for selection of a DP can be:

- A) Convenience - Proximity to the office / residence, business hours
- B) Comfort - Reputation of the DP, past association with the organisation, whether the DP is in a position to give the specific service you may need
- C) Cost / level of service - The service charges levied by DP and the service standards

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D) In order to obtain the complete list of DP locations and their comparative charge structure, you may log on to www.nsdl.co.in or else you may write to NSDL for the same

3. Whether all the DPs are same?

All the DPs are appointed subject to fulfilment of uniform requirements of SEBI (Depositories and Participants) Regulations, 1996 and requirements of NSDL. However, the type of services offered & the service standards may differ among various DPs. For example, a DP branch having direct connectivity with the main office having depository set-up may be in a position to execute instructions faster.

4. What should I do when I want to open an account with a DP?

Once you have decided to open an account with a particular DP, you may approach that DP & fill up an account opening form. At the time of opening an account you need to sign NSDL prescribed standard agreement with DP which shall mention about your as well as your DP's rights & duties. If an individual is opening the account for the 1st time he / she needs to fill KYC Application Form.

The list of Documents to be submitted for Proof of Identity (POI) & Proof of Address (POA) is given below. The list of documents remains the same for other joint account holder(s).

i) Proof of Identity (POI) (copy of any one proof):

- Passport
- Driving license
- Voter ID Card
- Unique Identification Number [UID] (AADHAAR)
- PAN card with photograph
- Identity card / document with applicant's Photo, issued by
 - a) Central / State Government and its Departments
 - b) Statutory / Regulatory Authorities
 - c) Public Sector Undertakings
 - d) Scheduled Commercial Banks
 - e) Public Financial Institutions
 - f) Colleges affiliated to Universities
 - g) Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc., to their Members
 - h) Credit cards / Debit cards issued by Banks

ii) Proof of Address (POA) (copy of any one proof):

- Ration card
- Voter ID Card
- Bank passbook / Account Statement (not more than 3 months old)
- Registered Lease or Sale Agreement of Residence
- Flat maintenance bill
- Insurance copy

- Aadhaar Letter - Issued by Unique Identification Authority of India
- Passport
- Driving license
- Utility bills like (not more than 3 months old)
 - A) Telephone bill (only landline)
 - B) Electricity bill
 - C) Gas connection bill
- Self-declaration by High Court & Supreme Court judges, giving the new address in respect of their own accounts
- Identity card / document with address, issued by
 - a) Central / State Government and its Departments
 - b) Statutory / Regulatory Authorities
 - c) Public Sector Undertakings
 - d) Scheduled Commercial Banks
 - e) Public Financial Institutions
 - f) Colleges affiliated to universities
 - g) Professional Bodies such as ICAI, ICWAI, Bar Council etc., to their Members
- Proof of Address in name of the spouse is also accepted
- Proof of address issued by any of the following:
Bank Manager of Scheduled Commercial Bank / Scheduled Cooperative Bank / Multinational Foreign Bank / Gazetted Officer / Notary Public / Elected Representative of Legislative Assembly / Parliament / Documents issued by any other Govt. or Statutory Authority

iii) Passport-size photograph

iv) Copy of PAN Card

You must remember to take original documents to the DP for verification. Your DP will carry-out “in-person verification” of account holder(s) at the time of opening your account. You should remember to obtain a copy of the agreement and schedule of charges for your future reference. Note: Your DP may ask additional proof of identity / address.

5. What is in-person verification ?

At the time of account opening as per SEBI guidelines, it is mandatory to establish the identity of an account holder. This is being done by the Depository Participant (DP)'s staff by verifying the affixed photograph on account opening form & the list of documents submitted by the account holder(s) as Proof of Identity (POI). For Joint account holders, the “in-person verification” is carried out for all the holders of the account.

6. Can I open more than one account with the same DP?

Yes. You can open more than one account with the same DP. There is no restriction on the number of accounts you can open with a DP.

7. Am I restricted to having account with only one DP?

No. There are no restrictions on the number of DPs you can open accounts with. Just as you can have savings or current accounts with more than one bank, you can open accounts with more than one DP.

8. Do I have to keep any minimum balance of securities in my account with my DP?

No. The depository has not prescribed any minimum balance. You can also have a zero balance in your account.

9. Can I open a single account for securities owned in different ownership patterns such as securities owned individually and securities owned along-with my wife?

No. The Demat Account must be opened in the same ownership pattern in which the securities are held in the physical form. E.g. if one share certificate is in your individual name and another certificate is jointly held in you and your wife's name, two different accounts as per ownership patterns would have to be opened.

10. What do I do if I have physical certificates with the same combination of names, but the sequence of names is different, i.e. some certificates with husband as first holder and wife as second holder and other set of certificates with wife as first holder and husband as the second holder?

The Companies Act, 1956 permits joint holding of shares. When shares are issued in physical form, names of all the joint holders are printed on the share certificates. All the joint holders are recognised as members of the company. However, the company will deal with the member whose name appears first among the joint holders for payment of dividend and delivery of documents / communication / notices. The joint holders are entitled to change the sequence of names by making a written request to the company. This does not constitute a transfer. Changing the sequence of joint holders is called 'Transposition'. However, transposition is to be availed for entire holding in a folio and not allowed for part holding.

If the same set of joint holders held securities in different sequence of names, these joint holders were earlier required to open different depository accounts in NSDL depository system. NSDL has introduced '**Transposition cum Demat facility**' to help joint holders, to dematerialise securities in the same account even though share certificates are in different sequence of names.

For this purpose, Dematerialisation Request Form (DRF) and an additional form called 'Transposition cum Demat Form' (Annexure OA of NSDL Business Rules) should be submitted to the DP.

11. Can someone else operate my account on my behalf on the basis of a Power of Attorney (POA)?

Yes. If you authorize any person to operate your account by executing a Power of Attorney and submit it to DP, that person can operate the account on your behalf. The depository account can be operated both by the account holder(s) as well as by the Power of Attorney (POA) holder.

12. How POA can be revoked?

You need to give an application to your DP informing him about revocation of POA. In the case of joint account holder(s), all account holders need to sign the application for revoking the POA.

13. Why should I give my bank account details at the time of account opening?

It is for protection of your interest. Your bank account number will be mentioned on the interest or dividend warrant, you are entitled to, so that such warrant cannot be encashed by anyone else. Further, a DP cannot open the account if bank account number is not given.

14. How can I avail ECS facility for crediting dividend / interest to my bank account?

You need to provide your DP with bank account details, IFSC & MICR code. The DP shall update the same in the system so that you would be able to receive the dividend / interest in your bank account.

15. Can I change details of my bank account?

Yes. Since in the depository system, monetary benefits on your security balances are paid as per the bank account details provided by you at the time of account opening, you must ensure that any subsequent change in bank account details is informed to your DP at the earliest. The format for communicating change to your DP is given as annexure on page no. 37.

16. What is 'Standing Instruction' given in the account opening form?

In a bank account, credit to the account is given only when a 'Pay In' slip is submitted together with cash / cheque. Similarly, in a depository account 'Receipt in' form has to be submitted to receive securities in the account. However, for the convenience of investors, facility of 'Standing Instruction' is given. If you say 'Yes' [or tick] for standing instruction, you need not submit 'Receipt in' slip every time you get securities.

17. Can I operate a joint account on "either or survivor" basis just like a bank account?

No. The Demat Account cannot be operated on "either or survivor" basis like the bank account.

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18. Can the name of accountholders be changed after opening the account?

Yes, Names of the Account Holders for a depository account can be changed subject to the submission of following documents at the time of change of name along with a duly signed request letter.

- In case of change in name on account of marriage following documents shall be submitted:
 - a. Marriage Certificate or copy of Passport showing husband's name or publication of name change in official gazette.
- In case of change in name on account of reasons other than marriage
 - a. Publication of name change in official gazette.
- In case of change in father's name
 - a. Publication of name change in official gazette.

Account Holder should submit a self attested copy of above document along with original for verification.

19. What should I do if my address is changed? Do I need to write to each company separately?

In case your address is changed, you only need to inform the new address to your DP(s). When DP enters the new address in the depository computer system, it will be automatically conveyed to all companies in which you hold shares.

20. How do I change my address with my DP?

You can change your address in the depository system by submitting a written request to your DP. Such a request should be signed by all the holders. Following documents should be submitted along with the application (Format for communicating change in address is given at page no. 38)

1. Latest Transaction Statement of the Demat Account received from your DP. (not required if the client visits DP personally)
2. Proof of Identity (copy of any one of the documents mentioned in Q4 above)
3. Proof of new address along with the original document of new address, for verification by the DP

You should visit the office of the DP in person to submit your application for change of address along with necessary documents and sign the application once again in the presence of the DP. Investor can send authorized representative for changing the address.

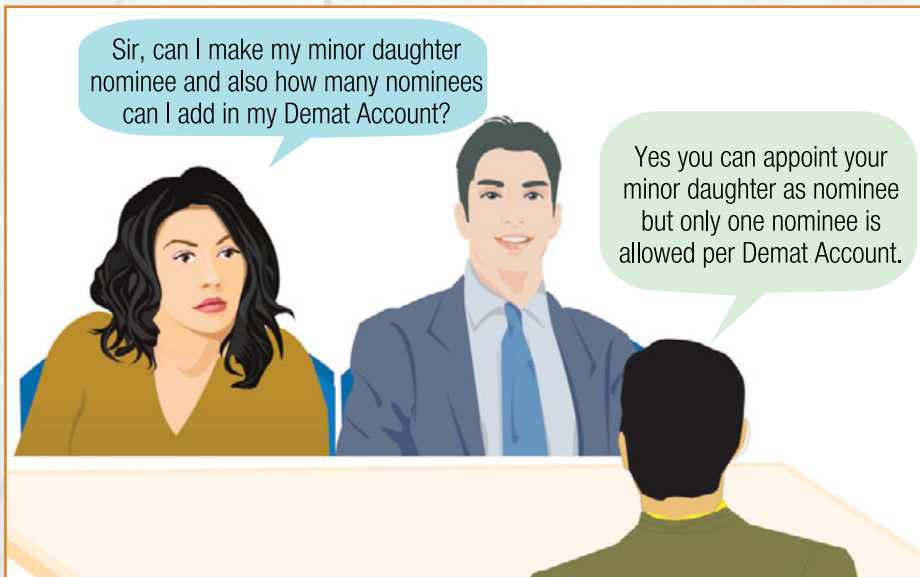
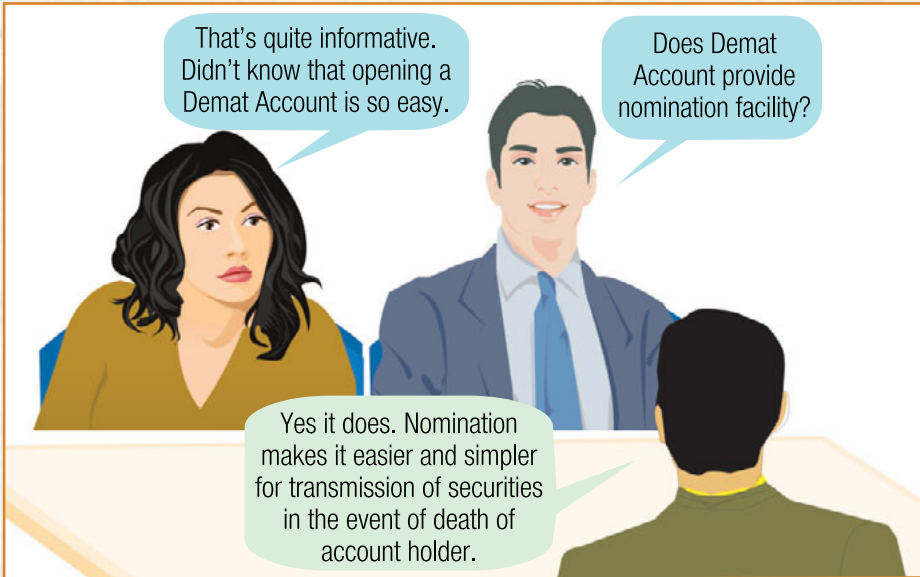
21. How can I consolidate my holdings?

Some investors may have opened more than one Demat Account in different name combinations to dematerialise their holdings. They can consolidate their holdings by transferring securities to the account(s) that they would like to maintain in future and close the other Demat Accounts.

22. Can I close my Demat Account with one DP and transfer all securities to my account with another DP?

Yes. You can submit account closure request to your DP in prescribed form. Your DP will transfer all your securities as per your instruction and close your Demat Account.

NOMINATION & TRANSMISSION



NOMINATION

1. Who can nominate?

Nomination can be made only by individuals holding beneficiary accounts either singly or jointly. Non-individuals including society, trust, body corporate, partnership firm, karta of Hindu Undivided Family, holder of Power of Attorney cannot nominate.

2. Can joint holders nominate?

Yes. Nomination is permitted for accounts with joint holders. But, in case of death of any of the joint holder(s), the securities will be transmitted to the surviving holder(s). Only in the event of death of all the joint holders, the securities will be transmitted to the nominee.

3. Can a NRI nominate?

Yes, NRI can nominate directly. But, the Power of Attorney holder cannot nominate on behalf of NRI.

4. Can a minor nominate?

No, a minor cannot nominate either directly or through its guardian.

5. Who can be a nominee?

Only an individual can be a nominee. A nominee shall not be a society, trust, body corporate, partnership firm, karta of Hindu Undivided Family or a Power of Attorney holder.

6. Can there be more than one nominee?

No, at present only one nomination can be made for one depository account.

7. Can a minor be a nominee?

Yes, a minor can be a nominee. In such a case, the guardian (of nominee - who should not be the account holder) will sign on behalf of the nominee and in addition to the name and photograph of the nominee, the name, address and the photograph of the guardian must be submitted to the DP.

8. Can separate nomination be made for each security held in a depository account?

No. Nomination can be made account wise and not security wise.

9. Can a NRI be a nominee?

Yes, NRI can be a nominee subject to the Exchange Control Regulations in force from time to time.

10. What is the procedure for appointing a nominee?

The nomination form (format provided as annexure on page no. 39) duly filled-in should be submitted to the DP either at the time of account opening or later. The account holder, nominee and two witnesses must sign this form and the name, address and photograph of the nominee must be submitted. If nomination was not made at the time of account opening, it can be made subsequently by submitting the nomination form. While opening a new account, you have to mandatorily provide either the nomination details or state that "I/We do not wish to make a nomination". In case of existing accounts where nomination is not done, you are requested to provide nomination details or submit a declaration to your DP mentioning that you do not wish to make a nomination in respect of your account.

11. Can the nominee be changed?

Yes, the nomination can be changed anytime by the account holder(s) by simply filling up the nomination form once again and submitting it to the DP.

TRANSMISSION

1. What does transmission mean in relation to Demat Accounts?

Transmission is the process by which securities of a deceased account holder are transferred to the account of the surviving joint holder(s) / legal heirs / nominee of the deceased account holder. Process of transmission in case of dematerialised holdings is more convenient as the transmission formalities for all securities held in a Demat Account can be completed by submitting documents to your DP whereas in case of physical securities the surviving joint holder(s) / legal heirs / nominee has to correspond independently with each company in which shares are held.

2. What is the procedure for transmission of securities to the nominee in case of the death of the sole account holder?

In case of the death of the sole holder, for the purpose of transmission of securities, the nominee has to submit a duly filled-in transmission form along with a copy of the death certificate duly attested by a Notary Public or Gazetted Officer. After verification of these documents, the DP will transmit the securities to the account of the nominee.

3. What would happen if no nomination is made for the account?

In case nomination is not made by the sole account holder, the securities would be transmitted to the account of legal heir(s), as may be determined by an order of the competent court. However, in cases where the value of securities to be transmitted is less than ₹1,00,000/- the DP may process the request based on submission of the following documents:

- Duly filled in Transmission Form
- Copy of the death certificate duly attested by a Notary Public or by a Gazetted Officer
- Letter of Indemnity made on appropriate non judicial stamp paper
- An Affidavit made on appropriate non judicial stamp paper
- No Objection Certificate(s) from all the legal heir(s) who do not object to such transmission. As an alternate to No Objection Certificate from all legal heir(s), a copy of Family Settlement Deed duly attested by a Notary Public or by a Gazetted Officer provided that the Family Settlement Deed clearly vest the securities in favour of the person seeking transmission in his / her name and vesting of securities in his / her name is not contingent upon any other onerous conditions in such Family Settlement Deed

4. What is the procedure for transmission in case of Joint Accounts?

The surviving holder(s) must have a depository account e.g. if the account is in the joint names of Mr. A, Mr. B & Mr. C and in the event of the death of Mr. B, the survivors Mr. A & Mr. C must have a joint account. The names appearing in the account of the survivors should have the same sequence of names as that of the joint account to be closed. The surviving holder(s) will submit the following documents to the DP:

- Transmission Form (Annexure O to the NSDL Business Rules)
- Copy of the death certificate of the deceased duly attested by a Notary Public or by a Gazetted Officer.

After verifying the above documents and satisfying himself, the DP will transmit the securities to the surviving holder(s) account and will close the account of the deceased

DEMATERIALISATION / GOVERNMENT SECURITIES & DEBT INSTRUMENTS / REMATERIALISATION

Thanks for the details. I was totally unaware of these facilities.

My pleasure.

Can you please explain about dematerialisation and rematerialisation.

Sure.

DEMATERIALIZATION

1. What do you mean by dematerialisation?

Dematerialisation is the process by which physical certificates of securities of an investor are converted to an equivalent number of securities in electronic form and credited in the investor's account with its DP.

In order to dematerialise certificates, an investor will have to first open an account with a DP and then request for the dematerialisation of certificates by DP and submitting the same along with the physical certificates. The investor has to ensure that before the certificates are handed over to the DP for demat, they are defaced by marking "Surrendered for Dematerialisation" on the face of the certificates.

2. Can I dematerialise any share certificate?

You can dematerialise only those certificates that are already registered in your name and are in the list of securities admitted for dematerialisation at NSDL and free from any lien or charge or encumbrance.

All the scrips included in CNX100, NIFTY and S&P BSE SENSEX have already joined NSDL. You can get an updated list of companies available with NSDL for dematerialisation from your DP or from NSDL website www.nsdl.co.in

3. What precautions should I take before defacing a share certificate?

Before defacing the share certificate, you must ensure that it is available for dematerialisation. You must therefore check with your DP whether the ISIN (code number for the security in a depository system) has been activated and made available for dematerialisation by the depository. If yes, then you may deface the share certificate.

4. How long does the dematerialisation process take?

Dematerialisation will normally take about 30 days.

5. Do I have to dematerialise securities, that I do not intend to sell?

The Depositories Act, 1996 has given the investors an option to hold securities in physical form or demat form. Hence, investors who do not intend to sell their securities may not dematerialize them. The investors will continue to receive corporate benefits like bonus, dividend, rights, etc. on the securities held in the physical form from the issuer / registrar and shall have the same rights

and responsibilities as those enjoyed by investors holding securities in demat form. In addition, shares upto 500 can be sold in physical form (without dematerialisation). However, check with your broker before selling since not many investors would buy physical shares.

6. What if it takes more than 30 days for dematerialisation of the shares?

If the process of dematerialisation takes more than 30 days, please contact your DP. If he is unable to help you, then you may send your grievance to:

The Officer in Charge

Investor Relationship Cell

4th Floor, Trade World, 'A' Wing,

Kamala Mills Compound,

Senapati Bapat Marg,

Lower Parel, Mumbai - 400013.

Email: relations@nsdl.co.in

You may submit your grievance to NSDL through the Investor Grievance Form on our website www.nsdl.co.in

GOVERNMENT SECURITIES AND DEBT INSTRUMENTS

1. Can I dematerialise my debt instruments, Mutual Fund Units and government securities also in my Demat Account?

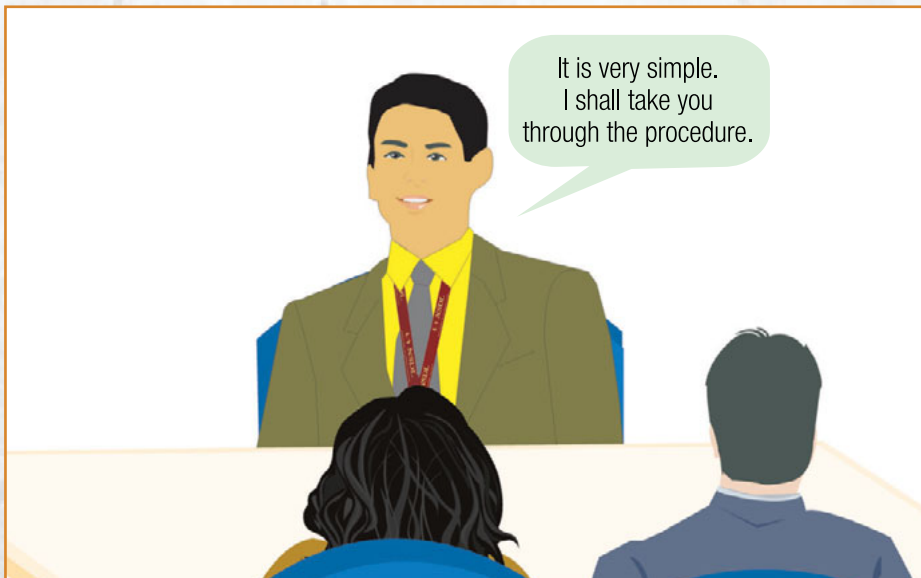
Yes. You can dematerialise and hold all such investments in a single Demat Account.

REMATERIALISATION

1. Can my electronic holdings be converted back into certificates?

Yes. If you wish to get back your securities in physical form, all you have to do is to request your DP for rematerialisation of the same. 'Rematerialisation' is the term used for converting electronic holdings back into physical certificates. Your DP will forward your request through NSDL's depository system to the Registrar after verifying that you have the necessary balance. The registrar will print the certificates and dispatch the same to you. You should check the rematerialisation charges with your DP before submitting the request.

TRADING/ SETTLEMENT



TRADING / SETTLEMENT

1. What is the procedure for selling dematerialised securities?

The procedure for selling dematerialised securities is very simple. After you have sold the securities, you would instruct your DP to debit your account with the number of securities sold by you and credit your broker's clearing account. This delivery instruction has to be given to your DP using the delivery instruction slips given to you by your DP. Procedure for selling securities is given below:

- You sell securities in any of the stock exchanges linked to NSDL through a broker
- You give instruction to your DP to debit your account and credit the broker's (clearing member) account before the deadline time specified by your DP
- Before the Pay-in day, your broker gives instruction to its DP for delivery to clearing corporation
- Your broker receives payment from the stock exchange (clearing corporation)
- You receive payment from the broker for the sale of securities

2. How can I purchase dematerialised securities?

For receiving demat securities you may give a one-time standing instruction to your DP. This standing instruction can be given at the time of account opening or later. Alternatively, you may choose to give separate receipt instruction every time some securities are to be received.

The transactions relating to purchase of securities are summarised below:

- You purchase securities through a broker
- You make payment to your broker who arranges payment to clearing corporation on the Pay-in day
- Your broker receives credit of securities in its clearing account (clearing member account) on the Pay-out day
- Your broker gives instructions to its DP to debit its clearing member account and credit your account
- You receive shares into your account. However, if standing instruction is not given at the time of opening the account, you will have to give 'Receipt Instruction' to your DP for receiving credit
- You should ensure that your broker transfers the securities from its clearing member account to your depository account, before the book closure. If the securities remain in the clearing account of the broker, the company will give corporate benefits (dividend or bonus) to the broker. In that case, you will have to collect the benefits from your broker

3. What is partial account transfer?

Under the feature of partial settlement of Pay-in related instructions, in case of insufficient balance in your account, instructions given by you to transfer securities from your account to the broker's pool account will get executed to the extent of balance available in your account at the time of Pay-in of securities. If no balance is available in your account, then the instruction will fail.

4. What do you mean by 'Market Trades' and 'Off Market Trades'?

Any trade settled through a clearing corporation is termed as a 'Market Trade'. These trades are done through stock brokers on a stock exchange. 'Off Market Trade' is one which is settled directly between two parties without the involvement of clearing corporation. The same delivery instruction slip can be used either for market trade or off-market trade by filling in the relevant part.

5. If I sell securities through a sub-broker, which part of the delivery instruction slip should be filled?

If you are delivering securities to your sub-broker you would need to fill-in the Off-Market Trade portion of the delivery instruction slip.

6. What settlement details are required on the delivery instruction slip?

On every stock exchange, various settlements are effected every day such as daily settlement, auction settlement, etc. Each of these settlements is identified by combination of a market type and a settlement number. You are required to mention the appropriate settlement details on the delivery instruction slip while transferring the shares to your broker's account. These settlement details are available on the contract note issued by the broker.

7. What is T+2 rolling settlement cycle and when delivery is to be given to a broker ?

In case of T+2 rolling settlements, the trades taking place on each trading day are required to be settled on the second working day following the date of trade. For example, trades of Monday will be settled on Wednesday morning. In this example, if you have sold securities, you need to make sure that the securities reach the account of clearing member of the stock exchange latest by Tuesday.

8. In case of T+2 rolling settlement cycle, if I am trading (selling) through a sub-broker when do I need to give delivery instruction to my DP?

In this case also, the settlement deadlines will remain the same (i.e. Wednesday morning for a Monday trade). However, there is an additional transfer involved. You will transfer securities to the sub-broker's account and the sub-broker will further transfer the securities to the account of clearing member. Therefore, in this case you should give delivery instructions to your DP immediately after confirmation of sale transaction.

9. How do I come to know about the settlement deadlines?

The DP with whom you have your Demat Account will prescribe the deadlines to be followed by you for submission of delivery instruction slips. You should deliver instructions to your DP as per these deadlines.

10. When I buy shares, in what time should I receive the securities from my broker?

The broker is expected to transfer the securities to you within one working day, after securities are received in its clearing member account, provided you have made the requisite payment to the broker.

11. What precautions do I need to observe with respect to Delivery Instruction Slips [DIS]?

The following precautions are to be taken:

- Ensure and insist with your DP to issue DIS book; do not accept loose slips
- Ensure that DIS numbers are pre-printed and DP takes acknowledgment from you for the DIS booklet issued to you
- Ensure that your account number [Client Id] is pre-stamped or pre-printed on each DIS
- If your account is a joint account, all the joint holders have to sign the instruction slips. Instruction cannot be executed if all joint holders have not signed
- Do not leave signed blank DIS with anyone viz. broker / sub broker
- Keep the DIS book under lock and key when not in use
- If only one entry is made in the DIS, strike out remaining space to prevent misuse by any one
- Please fill in target account-Id and all details in the DIS by yourself. In case of off-market transfers, remember to mention 'Consideration' and 'Reason / Purpose' in the DIS

12. What is 'execution date' given in the delivery instruction form?

Execution date is the date on which securities will be actually debited from your account. The execution date written on the delivery instruction has to be entered by the DP, in the DPM system [computer]. DPM system will record the date and will debit your account only on that date. You may issue the instruction well in advance of the date on which you want the securities to be debited from your account but your account will be debited only on the execution date as mentioned in DIS. This facility is called future execution date facility.

13. What benefit do I get by giving delivery instruction with a future execution date?

By giving a future dated instruction the risk of non-execution of instruction due to lack of time or last minute rush is avoided.

14. What is the importance of record dates to me?

In case the securities bought by you are yet to be transferred into your account by your broker before the book closure / record date, you will not be entitled to receive corporate benefits such as dividend or bonus since your name will not figure in the list of beneficial owners. Hence, you must ensure that securities bought by you are transferred into your account before the book closure / record date announced by the company.

SPEED-e AND IDeAS (INTERNET FACILITIES) CORPORATE BENEFITS



SPEED-e AND IDeAS (INTERNET FACILITIES)

1. Is it possible to give delivery instructions to the DP over Internet and if yes, how?

Yes. NSDL provides a facility called SPEED-e for delivering instructions to your DP over Internet. The facility can be used by all registered users. Your DP will help you in registering for the facility.

2. How does SPEED-e work?

You can submit delivery instructions electronically, on the SPEED-e website <https://eservices.nsdl.com>, after your DP has authorised you to operate your account through the SPEED-e facility. You can monitor the status of such delivery instructions to ensure that the instructions have been executed.

3. How can I, as a Demat Account-holder / Clearing Member benefit from SPEED-e?

The benefit offered by SPEED-e to a Demat Account Holder / Clearing Member is the convenience of conducting Demat Account transactions using an Internet connection thus eliminating paperwork. Time and efforts are saved in obtaining delivery instruction forms from your DP and submitting them to the DP.

4. How can I register myself for SPEED-e?

For using the SPEED-e facility it is essential that your DP must be registered with NSDL for this facility. There are two types of users for this facility, one is password based user who logs in with his password and can transfer securities only to six pre-specified broker accounts of his choice. The second is the e-Token user who has to log on to the site with the help of e-Token, Digital Signature Certificate (DSC) and Personal Identification Number (PIN) to transfer the securities to any account.

A password user can visit the SPEED-e website and fill-up the registration form available on the website. The website would allot him a registration number and after signing the agreement, the DP of the client would authorise him for using the facility upon submission of a request with the registration number.

An e-Token user can download the form from the website, fill it and submit the same to his DP. After signing the agreement, the DP will assign a User-Id and help you procure an e-Token, DSC and PIN. The Client can start using SPEED-e on installing the e-Token on to the computer with the User-Id, DSC and PIN.

5. What is the difference between e-Token and Password based access to SPEED-e?

e-Token based access to SPEED-e is more secure as your identification is based on both i.e. "What you have i.e. e-Token" and "What you know i.e. PIN" and provides a digital signature to identify you. In the case of password based access, you should handle your password carefully.

In view of this security difference, the password based users have been permitted to transfer securities through SPEED-e facility to only six pre-specified broker accounts. These six accounts can be changed by the user and change would be required to be authorized by your DP.

6. Is there any further benefit of the e-Token option in SPEED-e facility?

Following are the additional benefits of e-Token option in SPEED-e facility:

- e-Token user can transfer securities to any account unlike Password users where transfer of securities is permitted only to six pre-notified clearing member accounts
- Facility of multiple authorisation
- You can freeze your Demat Account or any particular ISIN or specific quantity within an ISIN through SPEED-e. The account frozen using SPEED-e can be unfrozen only by you. Thereby you can deliver instructions and transfer securities when you wish, lock the account and unlock it only when you need to, i.e. complete control of your account is in your hands

7. How does one operate jointly held Demat Accounts through SPEED-e?

For password based operation, only one user can operate the account. Joint holders will have to give a Power of Attorney to one joint holder among themselves. For e-Token based operation, in addition to what is stated above, all the joint holders can operate the account independently or jointly using multiple authorisation facility.

8. What are the features of SIMPLE ?

SIMPLE (Submission of Instruction through Mobile Phone Login Easily) is a facility which enables the password based users of SPEED-e facility to submit instructions on SPEED-e website through their mobile phones.

The salient features of SIMPLE are as follows:

- This facility is available for password based users of SPEED-e facility
- Users can submit the Client to Clearing Member Pool Account transfer instructions on SPEED-e website through their mobile phones

For availing this facility, mobile phones of the Users should be enabled with Internet facility for accessing SPEED-e website.

9. What is IDeAS ?

IDeAS is a facility available on SPEED-e website for clients to view latest balances along with the values and transactions that have taken place in their Demat Accounts during the last 30 days. Clients can download monthwise statement of transaction for the previous months (maximum 12 months) bearing NSDL's digital signature which can be verified by using a signature verification utility. Further, this facility is also available for brokers (Clearing Members) to view and download their latest balances and transactions that have taken place in their pool accounts in respect of settlements for the current Pay-in date, previous four and next four Pay-in dates. IDeAS facility has been further enhanced to display the values in respect of Mutual Fund Units (security type code '20') (held by the Clients in their demat accounts) based on the NAVs (Net Asset Value). Further, the date of the NAV of Mutual Fund Units would also be displayed on IDeAS facility.

10. What is DIRECT?

Upon activation of Demat Accounts, NSDL would register such Clients for IDeAS facility. Clients will be registered for IDeAS facility provided email address of the sole holder or at least one of the account holder in case of joint accounts is registered by their Depository Participant in the depository system. NSDL would send PDF file containing registration link and registration password to the Sole Holder's / First Holder's (in case of joint accounts) and email address within a week of activation of the Demat Account. In case the email address of the first holder is not available, then registration link and registration password will be sent to the second or third holder, as the case may be, whose email address is registered by their Depository Participant in the depository system. Clients will register themselves for this facility by choosing User Id and Password of their choice.

11. What is ACE ?

ACE – Alerts to Clients through Email, is a facility whereby emails will be sent by NSDL to the email address of the account holder(s) in case of change of address.

- Email alerts will be sent to the email address of the account holder(s) available in the NSDL System
- Account holder(s) will receive email alerts from the Email Id: nsdl_alerts@nsdl.com

CORPORATE BENEFITS

1. How would I get my dividend / interest or other cash entitlements?

The concerned company obtains the details of beneficiary holders and their holdings from NSDL. The payment to the investors will be made by the company through the ECS (Electronic Clearing Service) facility or by issuing warrants on which your bank account details are printed. The bank account details will be those which you would have mentioned in your account opening form or changed thereafter.


2. How would I get my bonus shares or other non-cash entitlements?

The concerned company obtains the details of beneficiary holders and their holdings from NSDL. Your entitlement will be credited by the company directly in your NSDL depository account.

3. How will the investor confirm that bonus / rights entitlement is credited into the account?

An allotment advice will be sent by the Issuer / its R&T agent for bonus / rights entitlement. The Transaction Statement given by the DP, will also show the bonus / rights credit into the account. The quantity shown in the advice and Transaction Statement should match.

PLEDGING



Thanks, these services will really make our life easy and save a lot of time.

That is our motto.



And what is pledging?

Pledging is basically taking loan against your securities. Let me explain the process.

PLEDGING

1. What should I do if I want to pledge electronic securities?

The procedure is as follows:

- Both you (pledgor) as well as the lender (pledgee) must have depository accounts with the same depository
- You have to initiate the pledge by submitting to your DP the details of the securities to be pledged in a standard format
- The pledgee has to confirm the request through its DP. It is suggested that after creation of the pledge request, you may inform the pledgee and request him to confirm the request
- Once this is done, your securities are pledged
- All financial transactions between the pledgor and the pledgee are handled as per usual practice, outside the depository system

2. How can I close the pledge after repayment of my loan?

After you have repaid your loan, you can request for a closure of pledge by instructing your DP in a prescribed format. The pledgee on receiving the repayment will instruct its DP accordingly for the closure of the pledge.

3. Whether pledgee account can be in a different DP?

Yes. The pledgee can have an account with a different DP of NSDL.

4. Can I change the securities offered in a pledge?

Yes; if the pledgee (lender) agrees, you may change the securities offered in a pledge.

5. Who will receive dividend on the pledged securities?

Pledgor will continue to receive dividend on the pledged securities. The pledgee will get the benefits only if a pledge is invoked and on record date the shares are in the pledgee's account.

6. How will the distribution of bonus shares for pledged shares happen?

NSDL software has a module to handle distribution of bonus entitlements through Automatic Corporate Action (ACA). This works as follows:

- The holdings as of the record date / book closure, (including those holdings which are pledge) are considered for computing bonus entitlements
- At the time of effecting the credit of bonus shares, the system checks whether pledge existing as on record date is still open or closed
- Where pledge orders are not closed / invoked or partially closed / invoked, the bonus entitlements in such cases are credited to the pledgor's account with pledge marked in favour of the pledgee
- If the pledge is closed / invoked fully after the record date, the bonus entitlements will be credited to the pledgor's account as free balances

SMS ALERT FACILITY

Pledging is so easy and convenient in the depository system. Thanks for the information. Is there any other such wonderful facilities?

Absolutely let me tell you about NSDL's SMS alert facility which helps you to keep track of your accounts all the time.

You just have to provide your mobile number to your DP for availing SMS alert facility.

Oh! is that so? Can you please elaborate.

SMS ALERT FACILITY

1. What is SMS Alert Facility?

NSDL has launched SMS Alert facility for Demat Account holders whereby investors can receive alerts for various transactions in demat account. This facility is available to investors who request for such a facility and provide their mobile number to their DP.

2. How do I register for SMS Alert facility?

You can register for SMS Alert facility by submitting a written request to your DP alongwith your mobile number for availing this facility. This facility is not available to investors who have registered mobile numbers originating outside India. Other important details about registration:

- This facility will be available to the investors provided they have given their mobile number to their DPs and the DPs have captured the number in the DPM System and have also enabled (ticked) the SMS flag for receiving SMS alerts in DPM system
- Those investors who have provided their mobile number to their DPs but do not wish to avail this facility, may inform their DP to disable the SMS flag provided such accounts are not operated by Power of Attorney and are not Basic Service Demat Account
- For change of address and registration & de-registration of Power of Attorney in DPM System, SMS alerts will be sent to Client's mobile phone (captured in DPM System) irrespective of Client availing SMS Alert facility

3. For which transactions SMS Alerts are sent?

You will get SMS directly from NSDL for

- All Debit Transfers
- Credits for IPO, sub-division and bonus
- Failed instructions
- Overdue instructions
- Change of mobile number
- Change of address
- Debit of Mutual Fund Units
- Invocation of pledged securities
- Registration and De-registration of Power of Attorney
- Modification / Cancellation of nominee name

4. Why should Investor register for SMS Alert facility?

NSDL directly sends messages for transactions (mentioned in answer to question no. 3) carried out in demat account to the registered mobile number. This acts

as a effective monitoring method to safeguard your demat account.

5. What are the charges for availing this facility?

No charge is levied by NSDL on DPs for providing this facility to investors.

6. If I have already provided my mobile number to my DP at the time of opening Demat Account, do I still need to register for this facility?

If you have given specific request either at the time of opening your Demat Account or subsequently to your DP, only then your DP would be able to register you for this facility. Merely giving mobile number is not sufficient.

7. What if I have already registered with DP for this facility and still not receiving SMS Alerts on my mobile?

In this case, you can contact your DP and seek a confirmation that it has enabled your mobile number in its DPM system for this facility. Even after receiving confirmation, you do not get SMS Alerts, you may contact NSDL.

8. What should I do if I change my mobile number or if I do not want to receive SMS Alerts?

In case you change your mobile number, you should make a request to your DP for effecting change of your mobile number. You will receive a message on your old as well as new mobile number in this regard. In case you do not wish to receive SMS Alerts, you have to make a request in this regard to your DP.

9. Is it mandatory for me to register for SMS Alert facility?

Yes, it is mandatory for individual accountholders who are having a Basic Service Demat Account (BSDA) and whose accounts are operated through Power of Attorney (POA).

10. Where can I find more details about SMS Alert facility?

Details about SMS Alert facility along with terms and conditions are available on NSDL website www.nsdl.co.in . Alternately, you can contact your DP to know more about this facility.

An Investor's Guide to Depository

CHARGES/INTER DEPOSITORY TRANSFERS/MUTUAL FUND



CHARGES

1. What will be the charges for account opening and other depository related transactions?

NSDL charges the DPs and not the investors. NSDL's charges to its DPs are fixed and are based on the usage of NSDL system. Complete details of NSDL charges as payable by the DPs are available on NSDL website (www.nsdl.co.in). The DP charges its client for the services offered. The charges that the DP will be charging you for various services are mentioned in the Schedule of Charges which forms a part of the DP-Client agreement. You may keep a copy of this for your future reference. You can get the details of the charges from the DPs. You can also get a comparative list of DP charges from the NSDL website. Your DP may revise charges by giving you 30 days notice in advance.

2. Why does NSDL not regulate DP charges?

The pricing structure adopted by NSDL is two-tiered. NSDL charges the DPs for different types of transactions. DPs charge the investors based on their own pricing structure. DPs have the freedom to devise their own price structure and NSDL does not control or impose any restrictions on the DPs in this regard. This helps in development of competition amongst the DPs and increases the efficiency of services provided by them to their account holders. However, some of the principles prescribed by NSDL and incorporated as a part of the DP-Client agreement, that the DPs are required to follow, are enumerated below:

- Investors should be made aware of the DP's charges at the time of account opening and charge structure should be clearly mentioned in Schedule A of the DP - Client Agreement
- Any subsequent change made by the DP in its pricing structure should be notified to the account holders at least 30 days in advance

Basic Services Demat Account

Basic Services Demat Account (BSDA) is a type of demat account in which Client can avail limited services at reduced cost. Individuals having only one demat account where they are the sole or first holder are eligible to opt for BSDA. Such individual shall have only one BSDA in his/her name across all depositories and value of securities held in such demat account shall not exceed Rs. Two Lakhs at any point of time.

The charge structure may be on slab basis as indicated below:

- (i) No Annual Maintenance Charges (AMC) shall be levied, if the value of holding is up to Rs. 50,000.
- (ii) For the value of holding from Rs. 50,001 to Rs. 2 lakh, AMC not exceeding Rs. 100 may be charged.

The value of the holding shall be determined by the DPs on the basis of the daily closing price or NAV of the securities or units of mutual funds. If the value of holding in such BSDA exceeds the prescribed criteria at any date, the DPs may levy charges as applicable to regular accounts (non-BSDA) from that date onwards. The DPs shall reassess the eligibility of the Beneficial Owners (BOs) at the end of every billing cycle and give option to the BOs who are eligible to opt for BSDA. For more information, please visit www.nsdl.co.in

INTER DEPOSITORY TRANSFERS

1. If my depository account is with NSDL, can I receive my securities from an account holder having account with some other depository in India?

Yes. Inter depository transfers are possible.

Mutual Fund

NSDL has enabled holding of Mutual Fund Units (represented by Statement of Account) in dematerialised form for its Demat Account holders. You can use your existing Demat Account for converting & holding your Mutual Fund Units in dematerialised form.

1. What do you mean by Conversion of Mutual Fund Units (represented by Statement of Account) ?

If you are holding Mutual Fund Units in physical form, which are represented by Statement of Account (SOA), you can convert this SOA into dematerialised form in your Demat Account with any Depository Participant (DP) of NSDL.

2. Can existing Demat Account be used to convert the Mutual Fund Units (represented by Statement of Account) in dematerialised form ?

Yes.

3. In case I do not have a Demat Account, what should I do?

In case you do not have a demat account and wish to hold Mutual Fund Units (represented by Statement of Account) in dematerialised form, you will be required to open a Demat Account with any DP of NSDL.

4. What are the advantages of holding Mutual Fund Units in dematerialised form ?

- You can hold securities such as Equity, Debt Instruments, Government securities and Mutual Fund Units in a single Demat Account
- You will receive single transaction statement from your DP, which will display all the securities including Mutual Fund Units held in your Demat Account. Further, you need not look at multiple Statement of Account received from the Mutual Funds
- Change in address recorded with DP will get registered electronically with all companies / Asset Management Company (AMC) / Registrar and Transfer Agent (RTA) in which you hold securities / Mutual Fund Units. Thus, eliminating the need to correspond with each of them separately
- In case you have subscribed for internet based facility viz., IDEAS (Internet-based Demat Account Statement) offered by NSDL, you will be able to view and download latest balances and transactions that have taken place in your demat account in the last 12 months. You will also be able to view the prices and NAV of the securities and Mutual Fund Units respectively held in your Demat Account.
- In case you have availed the SMS alert facility, you will receive SMS alerts upon debit of Mutual Fund Units from your Demat Account

5. What is the procedure for converting the Mutual Fund Units (represented by Statement of Account) into dematerialised form through my DP ?

- Obtain Conversion Request Form (CRF) from your DP
- Fill-up the CRF
- Submit the CRF along with the Statement of Account to your DP
- After due verification, the DP would send the CRF and Statement of Account to the AMC / RTA
- The AMC / RTA after due verification will confirm the conversion request and the Mutual Fund Units will be credited in your Demat Account

6. Can Non Resident Indians (NRIs) convert the Mutual Fund Units held under NRI status into dematerialised form through their DPs ?

Yes, provided Demat Account is opened under NRI category.

7. Is it mandatory to mention the ISIN (International Securities Identification Number) of the Mutual Fund schemes while filling up the CRF?

Yes, it is necessary to mention ISIN* on the CRF. The ISIN details of the Mutual Fund Schemes held by you can be obtained from your DP or you can access the website link <https://nsdl.co.in/nsdlnews/hold-mutual-fund-units.php> to know more about the ISIN details.

SEBI has mandated from 10th October 2011 to mention ISIN in Statement of Account (SOA).

Example:

- Name of the Mutual Fund: DSP Blackrock Mutual Fund
- Scheme Name: DSP Blackrock Equity Fund - Regular Plan - Dividend Payout
- ISIN: INF740K01011

*ISIN i.e. International Securities Identification Number is a unique 12 digit alpha-numeric identification number allotted to the Mutual Fund Scheme. Each scheme will have an unique ISIN. Example: Scheme Name: LIC Nomura MF Balance Fund - Growth, ISIN: INF767K01030

8. Is it required to submit a separate CRF for each folio number?

Yes.

9. What if the Part of the units are in locked-in status and Part in free status under the same ISIN?

You are required to submit separate CRFs for locked-in and free units if such Mutual Fund Units (represented by Statement of Account) are held under the same ISIN.

10. What if the name and pattern of holding in Demat Account is different from the name and pattern held in Statement of Account ?

Example; Demat Account is in the names of X, Y and Z and the Statement of Account in the names of Y, Z and X. (The name and pattern of the holding must be same in Demat Account and Statement of Account.) In this example, Mutual Fund Units cannot be converted into dematerialised form in the given demat account as there is a mismatch in the pattern of holding.

11. How do I subscribe for Mutual Fund Units through Stock Exchange Platform ?

You can subscribe for Mutual Fund Units through your Stock Broker using the Stock Exchange Platform. Upon subscription, your Stock Broker i.e., Clearing Member will credit the Mutual Fund Units into your Demat Account.

12. How do I redeem the Mutual Fund Units held in my Demat Account ?

You can redeem your Mutual Fund Units held in dematerialised form through two different modes i.e., through your DP or Stock Broker.

13. What is the procedure to redeem the Mutual Fund Units held in dematerialised form through my DP?

- Obtain Redemption Form (RF) from your DP
- Fill-up the RF and submit it to your DP
- After due verification, your DP will execute electronic redemption request, which will be electronically forwarded to the AMC / RTA
- The AMC / RTA will verify the redemption request and if in order, confirm the electronic request and make the payment as per your bank account details available in your Demat Account

14. What is the procedure to redeem the Mutual Fund Units held in dematerialised form through my Stock Broker ?

For redemption purpose, in addition to placing order through your Stock Broker, you will have to submit Delivery Instruction Slip (DIS) to your DP to transfer the Mutual Fund Units to the designated CM Pool account of National Securities Clearing Corporation Limited (NSCCL) / BOI Shareholding Limited (BOISL). The designated CM Pool account of NSCCL and BOISL are given below for your information:

Sr. No.	Stock Exchange Name	CC Name	CM BP ID	Market Type	Pay-in Deadline
1.	National Stock Exc. of India Ltd.	NSCCL	IN565576	Normal Redemption	4.30 pm on Trade Day (Order Day)
2.	Bombay Stock Exc. Ltd.	BOISL	IN640016	Mutual Fund- Redemption	4.30 pm on Trade Day (Order Day)

15. What are the guidelines on nomination ?

The nomination present in a Demat Account will also be applicable for Mutual Fund Units held in that Demat Account. If you so desire, you can change the nominee in your Demat Account by simply filling-up the nomination form once again and submit it to your DP or open another Demat Account to nominate the desired person as a nominee in that Demat Account.

16. Can I transfer the Mutual Fund Units from one Demat Account to another Demat Account ?

Yes. You can transfer Mutual Fund Units from one Demat Account to another Demat Account (i.e., transfer between Demat Accounts maintained with DPs of NSDL) or from Demat Account of one depository to Demat Account of another depository except for Mutual Fund Units which are under locked-in (say ELSS units).

SAFETY FEATURES

That was such good information.
I think now I have a deep
understanding on the subject.

You are welcome. Let
me tell you about the
precautions and safety
measures before we wind
up this session.

That's great.
Thanks for all
the information.

Also kindly provide a
copy of your Investor
Guide after the session.

Sure.

SAFETY FEATURES

1. My DP advises me not to write execution date on DIS. Is it right to do so?

No. You should not submit delivery instruction slips (DIS) to your DP without mentioning the execution date. You are advised to specify the date on which instruction should be executed by mentioning the execution date on the DIS. The execution date can be the same date on which the instruction is submitted or any future date, on which you want your account to be debited.

2. How will I know that my DP has updated my account after each transaction?

Your DP will give you a Transaction Statement periodically, which will detail your current balances and the various transactions you have done through the depository account. According to Clause 6 of the agreement between the DP & its client, the DP undertakes to provide a Transaction Statement to the account holder at monthly interval. If there is no transaction in the account then the DP shall provide such statement at least once a year.

3. At what frequency will I receive my Transaction Statement from my DP?

Further, if client desires, DP may provide Transaction Statement at intervals shorter than the stipulated ones, probably at a cost. A format of transaction statement is reproduced as Annexure on page no. 41.

4. To whom should I complain, if I don't receive my Transaction Statement periodically?

If you do not receive Transaction Statement, you may bring it to the notice of DP.

5. What is to be done if there are any discrepancies in my Transaction Statement?

In case of any discrepancy in the Transaction Statement, you can contact your DP. If the discrepancy cannot be resolved at the DP level, you should approach NSDL. NSDL also sends out a statement of holdings to a few clients of DPs, picked at random. In case the balance in your account as indicated by your DP does not tally with the balance as indicated in the statement sent by NSDL, you can contact your DP / NSDL for clarification.

6. What happens if I lose my Transaction Statement?

You should inform your DP and obtain a duplicate Transaction Statement.

7. What security do I have if the only proof of my holdings in the depository is merely a piece of paper indicating my account balance?

No transaction can be effected in your account without your written authorisation. Further, if you are away for a long time, you have the facility of freezing your account wherein only credits into your account may be allowed and no debit will be possible.

8. What will happen if my DP goes bankrupt or stops operation?

In a rare event of your DP going bankrupt or closing its operations, the interests of the investors will be fully protected. In such a situation, the investor will be given an option of either transferring the securities to a new DP or rematerialise the securities.

9. What precautions does NSDL take to protect the data in its depository system?

The data carries a high importance in the NSDL depository system. NSDL has taken necessary steps to protect the transmission and storage of data. The data is protected from unauthorized access, manipulation and destruction. The following back up practices are adopted to protect the data:

- Local Back up
- Remote Back up
- Disaster Recovery Site

In addition to this, every DP is required to take daily back up, at the end of each day of operation.

10. Can I freeze my account?

A depository account holder (beneficiary account) may freeze securities lying in the account for as long as the account holder wants it. By freezing the account, account holder can prevent unexpected debits or credits or both, creeping into its account. The following types of freeze facility available in the NSDL system may be availed of by submitting freeze instruction to the DP in the prescribed form.

- Freeze for debits only - A demat account holder may freeze the account only for debits by submitting a freeze instruction to its DP. However, during the period of freeze, the account holder will continue to receive credits like bonus or credits arising out of any other corporate action
- Freeze for debits as well as credits - An account holder may freeze the account for debits as well as credits. No debits and credits can be made in the account, unless the account holder issues unfreeze instruction. This facility is beneficial to clients who do not use their account for long period. By freezing their account for debits and credits, they can avoid undue credits to their accounts in addition to preventing debits
- Freeze particular ISIN(s) in the account - An account holder may freeze a particular ISIN(s) (security of a specific company) either for 'debit' or 'debit & credit', without freezing the whole account. If this type of freeze facility is used, all other securities in the account can be debited or credited but the securities under the specific ISIN(s) will be frozen for 'debit' or 'debit & credit' respectively. The client will be able to use other securities lying in its Demat Account and also receive credits in the ISIN which has been frozen only for debit
- Freeze a specific number of securities held under an ISIN in an account. An account holder may freeze a specific quantity of a specific security in an account

11. What should I do if my DP is unable to resolve my problem?

In case of failure of a DP to resolve your grievance, you can write to the investor relationship cell of NSDL at the following address:

The Officer in Charge

Investor Relationship Cell

'A' Wing, 4th Floor, Trade World, Kamala Mills Compound, Senapati Bapat Marg,
Lower Parel, Mumbai - 400 013, Email : relations@nsdl.co.in

You may submit your grievance to NSDL through the Investor Grievance Form on our website : www.nsdl.co.in

An Investor's Guide to Depository

SAMPLE FORMAT OF COMMUNICATION OF CHANGE IN BANK DETAILS

Depository Participant address
Date: __ / __ / __
Client details

To _____ _____ _____ _____	Client Id No.: _____ DP-Id No.: _____ Name (1st): _____ (2nd): _____ (3rd): _____
----------------------------------------	--------------------------------------------------------------------------------------------------

Dear Sir,
Kindly make a note of change in my / our bank account details, as given below, in your records.

Present bank details	New bank details
Bank Account No.: Bank Account Type: MICR Code: Bank name: Bank address: Building: Street: Area: Locality: City Name: Pin code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Bank Account No.: Bank Account Type: MICR Code: Bank name: Bank address: Building: Street: Area: Locality: City Name: Pin code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Thanking You,
Yours faithfully,

Signature of

Sole / 1st holder: 2nd holder: 3rd holder:
(Copy of a cancelled cheque of the new bank account is enclosed)

Acknowledgement

Your request for recording change in bank details of client Id no.: _____
dated __ / __ / __ is received.

Name of DP's signatory

Signature

(DP's stamp and date)

SAMPLE FORMAT OF COMMUNICATION OF CHANGE IN ADDRESS

Depository Participant address Date: __ / __ / __
 Client details

To _____ _____ _____ _____	Client Id No.: _____ DP-Id No.: _____ Name (1st): _____ (2nd): _____ (3rd): _____
----------------------------------------	--------------------------------------------------------------------------------------------------

Dear Sir,
 Kindly make a note of change in my / our address, as given below, in your records.

Present address details	New address details
City: _____ Pin: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	City: _____ Pin: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Thanking You,
 Yours faithfully,

Signature of

 Sole / 1st holder: 2nd holder: 3rd holder:
 (Proof of new address is attached)

Acknowledgement

Your request for recording change in address of client Id no.: _____
 dated __ / __ / __ is received.

 Name of DP's signatory

 Signature

 (DP's stamp and date)

An Investor's Guide to Depository

SAMPLE FORMAT OF NOMINATION FORM

Annexure – JA

FORM FOR NOMINATION/ CANCELLATION OF NOMINATION

(To be filled in by individual applying singly or jointly)

Name and address of Participant (pre-printed)		DP ID								
		Client ID								
(A) Nomination Option										
<input type="checkbox"/> I/We wish to make a nomination.		<input type="checkbox"/> I/We wish to cancel the nomination made by me/ us on the ____ day of _____ and consequently all rights and liabilities in respect of beneficiary ownership in the securities held by me / us in the said account shall vest in me/ us. [Strike off (B) Nomination Details below]								
(B) Nomination Details										
I/We wish to make a nomination and do hereby nominate the following person in whom all rights and / or amount payable in respect of securities held in the Depository by me / us in the said beneficiary owner account shall vest in the event of my / our death.										
1	Name of the Nominee (Mr./Ms.)								Photograph of nominee	
2	Relationship with the Applicant (if any)								<div style="border: 1px solid black; padding: 5px; text-align: center;"> Signature of nominee across photograph </div>	
3	Address of Nominee									
		City/town/village		PIN Code						
		State		Country						
4	Contact Details of nominee	Tel. (Off.)		Tel. (Res.)						
		Fax No.		Mobile No.						
		Email ID								
5	Signature of nominee	X								
To be filled-up (Sr. Nos. 6-11) only if nominee is a minor:										
6	Date of Birth (in case of minor nominee)		D		M		Y		Y	
7	Name of Guardian (Mr./Ms.) (in case of minor nominee)								Photograph of guardian (for minor nominee)	
8	Address of Guardian								<div style="border: 1px solid black; padding: 5px; text-align: center;"> Signature of guardian across photograph </div>	
		City/town/village		PIN Code						
		State		Country						
9	Contact Details of Guardian	Tel. (Off.)		Tel. (Res.)						
		Fax No.		Mobile No.						
		Email ID								
10	Relationship of Guardian with nominee									

11	Signature of Guardian	X	
Signature of two Witnesses for nomination			
12	Name of witness	Address	Signature of witness with date
	a.		X
	b.		X
(C) Name and Signature of Account holder(s)			
	Account Holder(s)	Name	Signature of Account Holder (s) with date
	Sole/First Holder		X
	Second Holder		X
	Third Holder		X

Instructions:

1. The nomination can be made only by individuals holding beneficiary owner accounts on their own behalf singly or jointly. Non- individuals including society, trust, body corporate, partnership firm, karta of Hindu Undivided Family, holder of power of attorney cannot nominate. If the account is held jointly all joint holders will sign the nomination form.
2. A minor can be nominated. In that event, the name and address of the Guardian of the minor nominee shall be provided by the beneficial owner.
3. The Nominee shall not be a trust, society, body corporate, partnership firm, karta of Hindu Undivided Family or a power of Attorney holder. A non-resident Indian can be a Nominee, subject to the exchange controls in force, from time to time.
4. Nomination in respect of the beneficiary owner account stands rescinded upon closure of the beneficiary owner account. Similarly, the nomination in respect of the securities shall stand terminated upon transfer of the securities.
5. Transfer of securities in favour of a Nominee shall be valid discharge by the depository and the Participant against the legal heir.
6. The cancellation of nomination can be made by individuals only holding beneficiary owner accounts on their own behalf singly or jointly by the same persons who made the original nomination. Non- individuals including society, trust, body corporate, partnership firm, karta of Hindu Undivided Family, holder of power of attorney cannot cancel the nomination. If the beneficiary owner account is held jointly, all joint holders will sign the cancellation form.
7. On cancellation of the nomination, the nomination shall stand rescinded and the depository shall not be under any obligation to transfer the securities in favour of the Nominee.

An Investor's Guide to Depository

SAMPLE FORMAT OF TRANSACTION STATEMENT

Depository Participant's Name [DP Id:]

DP Address

Date:

Transactions	From Date:	To Date:
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Client Id		Category		Status	
Name(s) of holders					
Address					
Pin Code					

ISIN		Security Name	
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Transaction Type					
Date	Transaction No.	Description	Credit	Debit	Balance
xxxxxxx		Opening balance			xxxxxxx
xxxxxxx		Closing balance			xxxxxxx

Depository Participant's Seal & Initials

National Securities Depository Limited

Head Office

4th Floor, 'A' Wing, Trade World, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai-400 013, India.
Tel.: 91-22-2499 4200 | Fax: 91-22-2497 6351 | Email: info@nsdl.co.in | Web: www.nsdl.co.in

Branch Offices

New Delhi

409 / 410, Ashoka Estate Building, 4th Floor, Barakhamba Road, Connaught Place, New Delhi-110 001.
Tel: (011) 2335 3815 / 2335 3817 • Fax: (011) 2335 3756

Kolkata

5th Floor, The Millenium, Flat No. 5W, 235 / 2A, Acharya Jagdish Chandra Bose Road, Kolkata-700 020.
Tel: (033) 2281 4661 / 2281 4662 • Fax: (033) 2289 1945

Chennai

6A, 6th Floor, Kences Towers, #1 Ramkrishna Street, North Usman Road, T. Nagar, Chennai-600 017.
Tel: (044) 2814 3917 / 18 • Fax: (044) 2814 4593

Ahmedabad

Unit No. 407, 4th Floor, 3rd Eye One Commercial Complex Co-op. Soc. Ltd., C. G. Road, Near Panchvati Circle, Ahmedabad-380 006.
Tel: (079) 2646 1376 • Fax: (079) 2646 1375



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