

Circular No.: NSDL/POLICY/2022/156

November 10, 2022

Subject: Addendum to NSDL Circular on Investor Grievance Redressal mechanism - Escalation Matrix.

Attention of Participants is invited to NSDL circular no. NSDL/POLICY/2022/122 dated September 01, 2022 regarding strengthening the process of handling Investors Grievances and publishing Investor Grievance Redressal mechanism - Escalation Matrix on their website. In this regard, SEBI and NSDL have verified the compliance of Participants about publishing Escalation Matrix on their websites on sample basis and found following observations:

1. Same contact number is mentioned to more than one or all escalated levels.
2. Contact numbers mentioned is handled by IVRS, not by the escalated person.
3. Some contact numbers are not in use/ not reachable.
4. IVRS is not allowing the caller to reach the desired escalated level.
5. Escalation Matrix is not as per Annexure A – (Refer NSDL circular dated September 01, 2022).

In this context, Participants who have not yet published the Investor Grievance Redressal mechanism - Escalation Matrix on their websites, are requested to immediately publish the same as per below format.

Participants who have published Escalation Matrix on website but having one or more of the above observations, are requested to rectify the aforesaid observations. Further, as directed by SEBI, Participants are also required to mention working hours of each escalation level (eg. – Mon – Sat; 9 a.m. to 12.30 pm and 2 p.m. to 6 p.m.) in the said Escalation Matrix as follows:

Details of	Contact Person	Address	Contact No	Email Id	Working Hours
Customer care					
Head of Customer care					
Compliance Officer					
CEO					



Kindly note that Participants are requested to comply with the above directions. At any point of time or while examining the complaint related to difficulty in reaching the Participant, if it is found that the above directions are not fully complied with in letter and spirit, the same will be viewed seriously and appropriate action may be initiated against non-complied Participants.

Kindly send a confirmation email of this compliance along with a link of Escalation Matrix to NSDL at Participant-Interface@nsdl.co.in with the subject "Display of Investor Grievance Redressal Mechanism - Escalation Matrix (DP ID. INXXXXXX) **latest by November 20, 2022.**

For and on behalf of

National Securities Depository Limited

**Arockiaraj
Manager**

FORTHCOMING COMPLIANCE			
Particulars	Deadline	Manner of sending	Reference
Investor Grievance Report (Monthly)	By 10th of the following month.	Through e-PASS	Circular No. NSDL/POLICY/2015/0096 dated October 29, 2015
Internal/ Concurrent Audit Report (April - September)	November 15th every year	Through e-PASS	Circular No.: NSDL/POLICY/2022/136 dated October 03, 2022

