

Circular No.: NSDL/POLICY/2023/0036

March 20, 2023

Subject: Amendment to Business Rules of NSDL – Penalty Structure

All Participants are hereby informed that the amendments have been made to the Business rules of NSDL regarding addition of a new penalty head for Participants under Chapter 18.1. The amendments are enclosed as **Annexure A** (in track change mode) and the same shall be effective from **April 01, 2023**.

Participants are requested to take note of the above.

**For and on behalf of
National Securities Depository Limited**

**Arockiaraj
Manager**

Enclosed: One

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

Annexure A
18.1

18.1.1¹⁸⁵ The Depository may impose a penalty on the Participant to the extent indicated for non-compliance as described below:

Sr. No.	Nature of Non-compliance	Penal Action in ₹/ Action
49	<p>Non-compliance with respect to :</p> <p>a. Publication of the Investor Grievance Redressal Mechanism-Escalation Matrix on website as per NSDL guidelines.</p> <p>b. Contact numbers mentioned in Escalation Matrix are same for more than one or for all escalated levels / not in use / not reachable during working hours / IVRS not allowing caller to reach the desired escalated level / not handled by escalated person.</p>	<p>₹ 5,000 per occasion.</p> <p>If such deviation is observed in two consecutive inspections, penalty would be ₹ 10,000 per occasion.</p> <p>If such deviation is observed in three consecutive inspections, matter would be referred to Member Committee.</p>