

Grievance Redressal Mechanism

(1) The Process of investor grievance redressal

1.	Investor Complaint/ Grievances	<p>Investor can lodge complaint/ grievance against the Depository/DP in the following ways:</p> <p>a. Electronic mode –</p> <p>(i) SCORES (a web based centralized grievance redressal system of SEBI) https://www.scores.gov.in/scores/Welcome.html</p> <p>(ii) Respective Depository’s web portal dedicated for the filing of complaint for NSDL : https://www.epass.nsdl.com/complaints/websitecomplaints.aspx CDSL : https://www.cdslindia.com/Footer/grievances.aspx</p> <p>(iii) Emails to designated email IDs of Depository for NSDL : relations@nsdl.co.in CDSL : complaints@cdslindia.com aspx</p> <p>The complaints/ grievances lodged directly with the Depository shall be resolved within 30 days.</p> <p>b. Offline mode [details of link to the form to be provided by DPs]</p>
2	Investor Grievance Redressal Committee of Depository	<p>If no amicable resolution is arrived, then the Investor has the option to refer the complaint/ grievance to the Grievance Redressal Committee (GRC) of the Depository. Upon receipt of reference, the GRC will endeavor to resolve the complaint/ grievance by hearing the parties, and examining the necessary information and documents.</p>
3	Arbitration proceedings	<p>The Investor may also avail the arbitration mechanism set out in the Byelaws and Business Rules/Operating Instructions of the Depository in relation to any grievance, or dispute relating to depository services. The arbitration reference shall be concluded by way of issue of an arbitral award within 4 months from the date of appointment of arbitrator(s).</p>

(2) [For the Multi-level complaint resolution mechanism available at the Depositories](#)

