

**Depository Participant
Operation Manual
Of**

(NSDL DP ID –IN 303760)

Date 10/08/2023

PREFACE

- ❖ The Operations of our (DP ID – IN 303760 .) DP are in Compliance with the requirements of The Depositories Act, 1996; SEBI (Depositories & Participants) Regulations, 1996; NSDL Bye Laws and Business Rules

- ❖ **The Depository Participant Machine** system is managed and maintained in a manner that there is no threat to business continuity, integrity of data processing system is maintained at all times and methods are put in place to ensure that records are not lost, destroyed or tampered with or in the event of loss or destruction of data, sufficient backup of records is available at all times. The capacity of computer system, staff strength and internal procedures are commensurate with the business

- ❖ Business Operations of (A Depository Participant of NSDL) is conducted as per the Operation Manual, which is containing process flow & Depository Activities in strict adherence with NSDL prescribed Procedures and Organization Structure. The Operation Manual is expected to cover Organization Chart showing hierarchy of the Staff Members involved in Depository Activities, a chart showing accountability at each level, Segregation of duties, maintenance of records and documents, procedure to be followed in reporting exceptional system related issues (e.g. problem in hardware or any component of hardware/software, backup, UPS, telephone line, reducing hard disk space, decreasing speed of machine etc.) and operations related issues (e.g. failure in executing delivery instructions, failure of transactions leading to auction of Clients, delay in confirmation back to Clients, loss of certificates sent for Demat, frauds, misappropriation of securities), procedure to comply as well as report the requirements with respect to Anti-Money Laundering mechanism & Grievance Redressal etc.

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BEGINNING OF THE DAY

BOD	In the B eginning O f the D ay we check received BOD from NSDL on server after that we start our working
Upload Files	We download below mention things from DPM to our Back-Office <ol style="list-style-type: none">1. Client Master2. ISIN Master3. CC Calendar4. Business Partner5. Auto Corporate Action6. COD7. Holding8. Transaction9. Price File10. Signature
Pay-In	After completion of this process, we inform client(s) about Overdue Status and also Cancellation/Rejection by NSDL for their given slip. After that we start Pay-In
Routine Activity	After completion of Pay-In we start our daily routine activity

ACCOUNT OPENING

Receive Account Opening Form	We receive Account Opening form with necessary documents from Client for different categories i.e. Individual, HUF, NRI, and Corporate Bodies etc...
In-Person Verification & Document Verification	First we carry out In-Person Verification of Client and also verify all said documents i.e. Identity Proof, Address Proof & Bank Proof with original. Only the staff of can do In-Person Verification of Client
PAN Check	<p>We check the Pan No. on GOVT. site i.e. https://incometaxindiaefiling.gov.in for cross verification</p> <p>Attention of Participants is invited to NSDL Circular No. NSDL/POLICY/2022/046 dated March 31, 2022 in respect of Central Board of Direct Taxes (CBDT) Circular No. 7 of 2022 dated March 30, 2022 regarding clarification with respect to relaxation of provisions of rule 114AAA of Income-tax Rules, 1962 prescribing the manner of making Permanent Account Number (PAN) inoperative. Further, it was clarified that the PAN allotted to a person shall become inoperative if it is not linked with Aadhaar by March 31, 2023.</p>
Nomination	<p>NSDL made nomination mandatory for Beneficial Owner Account. If Client do not wish to make nomination then they have to submit declaration with all holders signature mentioning "I/We do not wish to make a nomination"</p> <p>Attention of the Participants is invited to NSDL Circular Nos. NSDL/POLICY/2009/0002 dated January 3, 2009 & NSDL/POLICY/2009/0004 dated January 09, 2009 on Amendments to Business Rules & Nomination details and usage of existing Account Opening Forms (AOF) wherein Participants were advised to obtain a declaration of nomination details by clients i.e. "I/We do not wish to make a nomination" at the time of account opening form. Further, Participants were advised to send a communication to their existing clients who have not yet opted for nomination, to submit a declaration specifically stating the following:</p>

	<ul style="list-style-type: none"> • I/We the undersigned wish to make a nomination in respect of my BO account and the nominee details are as follows _____: • I/We the undersigned do not wish to make a nomination in respect of my BO account.
Mobile No.	As Per NSDL circular Demat Account Holders, who have assigned POA , will have to Compulsory provide Mobile Number for SMS Alert facility. In case the Account Holder does not have a Mobile Phone, he/she may provide Mobile Number of any person as per his/her discretion
Concurrent Audit	Auditors do concurrent audit of Account Opening Forms
Accept Form	If we found any query in Account Opening Form during our Audit Process then we send it back to the Client to solve the query
Capture	After completion of Audit Process we capture Client Details in our Back-Office Software, and then we do authorization of forms and generate Batch
Batch Process	To gain Client_Id of Client(s) we upload Batch file in Local DPM. After completion of this process Out file will be generate, which contains Client_Id for respective client(s). We response generated Out file in our Back-Office software to update data
Signature Capture	After completion of this Process we capture Signature of respective Client in Local DPM
Activation	Then We recheck Account Opening Form(s), after that we do the

	verification of Account Opening Form(s) and the status of Client will be changed from Registered to Active
Client Master	Client Master of Active Forms will be sent to Dispatch Officer
RGESS	<p>Rajiv Gandhi Equity Savings Scheme (RGESS) is a tax saving scheme announced in the Union Budget 2012-13. The scheme is designed exclusively for the first time retail individual investors in securities market, whose gross total income for the year is less than or equal to Rs. 12 lakh. The investor would get under Section 80CCG of the Income Tax Act, a 50% deduction of the amount so invested, upto a maximum investment of Rs. 50,000, from his/her taxable income for that year.</p> <p>To avail this facility Client has to submit RGESS Format with all holder signatures. We do the verification of Application in all respect & if Client is eligible for RGESS then we mark RGESS Flag in concern Client's Demat Account.</p>
BSDA	<p>With a view to achieve wider financial inclusion, encourage holding of demat accounts and to reduce the cost of maintaining securities in demat accounts for retail individual investors, it has been decided that all depository participants (DPs) shall make available a "Basic Services Demat Account" (BSDA) with limited services as per terms specified herein.</p> <p>Eligibility Criteria for BSDA</p> <ol style="list-style-type: none"> a. All the individuals who have or propose to have only one demat account where they are the sole or first holder. b. Individuals having any other demat account/s where they are not the first holder shall be eligible for BSDA in respect of the single demat account where they are sole or first holder. c. The individual shall have only one BSDA in his/her name across all depositories. d. Value of securities held in the demat account shall not exceed Rupee Two Lakhs at any point of time. <p>Charges:</p>

	<p>a. No Annual Maintenance Charges (AMC) shall be levied, if the value of holding is upto Rs. 50,000.</p> <p>b. For the value of holding from Rs 50,001 to Rs 200,000, AMC not exceeding Rs 100 may be charged.</p> <p>To avail this facility Client has to submit BSDA Charges Structure with all holder signatures. We do the verification of Application in all respect & if Client is eligible for BSDA then we mark BSDA Flag in concern Client's Demat Account.</p>
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<p>KRA/CKYC Process</p>	<p>As per SEBI Circular we, ACFSL DP registered with NDML & CKYC to access NDML KRA & CKYC system for the purpose of uploading and verifying KYC details of the client</p> <p>For KRA & CKYC, we enter details of the client in NDML & CKYC software.</p> <p>After that, we rectify the data as per requirement and approve the same. On Verify/Release of request „Acknowledgement Number“ will be generated. We mention Acknowledgement No. on KYC Application Form</p>
<p>Dispatch of KYC documents to NDML KRA</p>	<p>We send scan image of documents to be sent to KRA (i.e. KYC Application Form, supporting KYC documents, etc) and the documents to be retained with us (i.e. Account Opening Form, agreement, etc.)</p> <p>For each Applicant, We scan documents to be sent to KRA in the following order:</p> <ol style="list-style-type: none"> a) KYC Application Form b) Proof of Identity (one or multiple) c) Proof of Address (one or multiple) d) Any other documents <p>As per NDML requirement we send scan image of KYC Application Forms along with the supporting documents in lot and each lot of the application forms being forwarded is supported by a „Control Sheet“.</p>

	We send scan image documents to NDML KRA within 10 days from the date of execution of the document to the email address provided by NDML. We maintain proof of email sent to KRA for the KYC documents.
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NSDL Circular	The applicant should submit any one of the following as a valid proof of identity / proof of address along with a Self Attested photocopy: (NSDL/PI/2004/1622 dated September 7, 2004)
Proof of Identity (POI)	<ol style="list-style-type: none"> 1. Unique Identification Number (UID) (Aadhaar)/ Passport/ Voter ID card/ Driving license. 2. PAN card with photograph (With a view to bring about operational flexibility and in order to ease the PAN verification process, the DP may verify the PAN of their clients online at the Income Tax website without insisting on the original PAN card, provided that the client has presented a document for Proof of Identity other than the PAN card) 3. Identity card/ document with applicant's Photo, issued by any of the following: Central/State Government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities, Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc., to their Members; and Credit cards/Debit cards issued by Banks.
Proof of Address	<ol style="list-style-type: none"> 1. Unique Identification Number (UID) (Aadhaar)/Passport/ Voters Identity Card/ Ration Card/ Registered Lease or Sale Agreement of Residence/ Driving License/ Flat Maintenance bill/ Insurance Copy. 2. Utility bills like Telephone Bill (only land line), Electricity bill or Gas bill - Not more than 3 months old. 3. Bank Account Statement/Passbook -- Not more than 3 months

	<p>old.</p> <ol style="list-style-type: none"><li data-bbox="521 260 1393 344">4. Self-declaration by High Court and Supreme Court judges, giving the new address in respect of their own accounts.<li data-bbox="521 375 1393 669">5. Proof of address issued by any of the following: Bank Managers of Scheduled Commercial Banks/ Scheduled Co-Operative Bank/ Multinational Foreign Banks/ Gazetted Officer/ Notary public/ Elected representatives to the Legislative Assembly/ Parliament/ Documents issued by any Govt. or Statutory Authority.<li data-bbox="521 695 1393 989">6. Identity card/ document with address, issued by any of the following: Central/State Government and its Departments, Statutory/ Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc., to their Members.<li data-bbox="521 1014 1393 1199">7. For FII/sub account, Power of Attorney given by FII/sub-account to the Custodians (which are duly notarized and/or apostiled or consularised) that gives the registered address should be taken.
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INSTRUCTION SLIP ISSUE PROCESS

New Account Open	<p>We send Account Opening KIT to New Demat Account Holder's given Address.</p> <p>We ensure that the Account Opening KIT must contain Schedule of charges, Client Master Report & Delivery Instructions book with pre-printed serial number of the slips stamped with Client-ID on the slips. (For the clients who have obtain auto-pay in facility we are sending DIS book on requirement of client not at with account opening kit.</p>
Requisition Slip	<p>When we receive Requisition Slip, first of all we check Client's Signature and then affix received stamp on it. After that we issue DIS Book to respective Client and send it to Client's given Address via Post/Courier</p>
Hand over DIS	<p>When the Client personally comes to collect DIS Book, we collect Requisition with Client's Signature and verify the Client's Photo-Id. If the other person comes to collect the DIS Book, We collect Application with Client's Signature and Photo Copy of Photo-Id of the person who comes to collect the DIS Book. After proper verification we hand over issued DIS Book to the coming person. We also maintain register for such DIS issue in which, we take the signature of person to whom we hand over DIS Book</p>
Lost Requisition Slip	<p>In case of lost of Requisition Slip we collect Client's Application with his/her Signature and Photo Copy of Photo-Id Proof of Client. After proper Verification new DIS Book will be issued to Client. In such case we issue DIS to Client only</p>
Lost DIS	<p>In case of Lost of DIS, we collect Client's Application with his/her Signature and Photo Copy of Photo-Id of Client. After proper Verification new DIS Book will be issued to Client and Lost DIS Book will be destroyed. In such case we issue DIS to Client only.</p>
Dispatch	<p>Generally we send DIS Book via Post/Courier. We prefer to hand over DIS Book to Client Only. We maintain the register for dispatched DIS Book</p>
DIS Control	<p>Ensure that the system has in-built controls for matching of Serial</p>

	Numbers with respective Client-IDs and that the system blocks the DIS that has been used. In case any Client(s) DIS(s) has/have been lost/misplaced/stolen or the account is closed, unused serial number(s) should be permanently blocked
Concurrent Audit	Auditor checks the Data of Slip Issue on regular basis. If the DIS hand over to coming person Auditor Verify Identity Proof and Signature in application and also in register

INSTRUCTION SLIP COLLECTION, ENTRY & AUTHORIZATION

Receiving Slip	When we receive DIS from Client, we check that all necessary details are properly filled in it or not. The Client have to submit Pay-In DIS with in stipulated Pay-In time period
Stamp	After completion of Pay-In Period when we receive DIS from Client we punch number on it. And affix receiving date and time stamp and also other necessary stamp i.e. Best Efforts Basis etc...
Capture	Then we punch the detail of DIS in our Back-office Software
Dormant Confirmation	During punching of DIS if we found that the Client is Dormant we confirm detail of DIS with respective Client via telephone and mentioned this on the DIS slip below client signature.
Authorization	After that the Authorized person do the Verification of DIS
High Value	If the value of script exceeds 5 lacs then such DIS requires Dual Authorization. Only the Manager/Asst. Manager has the right to do Dual Authorization. We also confirm High Value DIS with Client via telephone.
Rejection	If we found any rejection i.e. Wrong ISIN, Signature mismatch, Quantity mismatch in words & figure, Wrong Settlement etc... during punching of DIS, we inform respective Client for the same
Batch Process	After completion of Authorization we generate Batch in our Back-Office Software, and then we upload the Batch file in eDPM. After completion of this process Out file will be generate. We response generated Out file in our Back-Office software to update the data
Scan & Upload in DIVS and DMS	Within 24 hours we scan all DIS with annexure in TIFF images and upload the same in Local DPM – DIVS system. Then upload the generated response file in DMS for temper proof storage.
Concurrent Audit	Data entered for respective DIS will be check by Auditor in our Back-Office Software

ADD/MODIFICATION PROCESS

Application	We provide to Client the pre printed Application for Modification in Demat Account according to their requirement. The format of Add/Modification Application is prescribed by DP
Receive Application	We receive Add/Modification Application i.e. Address Change, Bank Change, Add/Cancel Nominee etc... with necessary documents from Client. When we receive Add/Modification Application from client we check it thoroughly along with Documents
Name Change	<p>Individual BO may be allowed to change his/her name on account of Marriage & Change published in official gazette.</p> <p>We collect Self Attested copies of following documents along with the Account Modification Form duly signed by account holder(s)</p> <ol style="list-style-type: none"> 1. Change in name on account of marriage <ul style="list-style-type: none"> ✓ Marriage Certificate or ✓ Copy of Passport showing husband's name or ✓ Publication of name change in official gazette 2. Change in name on account of reasons other than marriage <ul style="list-style-type: none"> ✓ Publication of name change in official gazette 3. Change in father's name <ul style="list-style-type: none"> ✓ Publication of name change in official gazette
Mobile/Phone No. Change	To change the Mobile/Phone No. the Client has to submit Application with All Holder's Signature
Address Change	To change the Address in Demat Account the Client has to provide Photo Copy of All Holder's Identity Proof, First Holder's new Address Proof and Last Demat Account Transaction Statement along with Address Change Application signed by All Holders

Bank Change	To change the Bank Detail in Demat Account the Client has to provide Photo Copy of Bank Passbook/Statement (Not more than three months old) and cancelled Cheque along with Bank Change Application signed by All Holders. If the Client's Name is printed in given cheque then it is not necessary to submit Bank Passbook/Statement to Change Bank.
Add/Cancel Nominee	To Add/Cancel the Nominee Detail in Demat Account the Client has to provide Photo Copy of Nominee's Identity Proof along with Nominee Add/Cancel Application signed by All Holders
Signature Change	In case of Signature change the Client has to provide Signature Change Application with Nationalized Bank attestation, All Holders Identity Proof and Address Proof. To submit the Application the Client has to come Personally at our DP Office and All Holders have to sign the Application with Old Signature in presence of DP Executive. To Change the Signature in Demat Account the Client has to provide proper Reason
Closing	To Close the Demat Account the Client has to provide Closing Application with All Holder's Signature. To do so the Client has to clear all Debit of his/her Demat Account and also there should be no balance in Demat Account.
Document Verification	We verify Documents i.e. Identity Proof, Address Proof etc... with Original while receiving the Application
Capture & Verify	In Local DPM/Back office we capture detail of Application in respective Client Account. After that the Authorized Person Verify the Application and given Details will be changed
Client Master	We send Client Master Report to Client after Modification has been done in his/her Demat Account Detail. Only in case of Address Change after Modification we send Client Master Report to Client at his/her both Old & New Address
Concurrent Audit	Auditor properly check Documents, Stamp, Signature & entered Data with Application in our Back-Office Software on Regular basis

FREEZE / UNFREEZE

Account Freeze Facility	<ul style="list-style-type: none">• Account freezing means suspending any further transaction from a Depository Account till the account is unfrozen• ISIN / Specific Number of Securities in a Demat Account may be frozen• NSDL system provides the facility to freeze the Depository Accounts for any debits or for both debits and credits• By freezing an account for debits only (preventing transfer of securities out of the account), the client can receive securities in his account• An account can also be frozen for debits as well as credits (preventing any movement of balances out of the account) <p>Suspension of demat accounts in case of non-compliance with 6 KYC attributes.</p> <p>Attention of Participants is invited to NSDL Circular No. NSDL/POLICY/2021/0036 dated April 07, 2021 regarding mandatory updation of certain attributes of KYC of clients wherein at point no 6 (d) it was mentioned that "Thereafter, such non-compliant demat accounts will be liable to be made inactive i.e. no debit will be allowed in such demat account (except for settlement of already open positions)". Participants were intimated vide Circular No. NSDL/POLICY/2022/048 dated March 31, 2022 regarding decision to extend the timeline for existing clients to June 30, 2022. Participants are hereby advised to inform their clients i.e. 6 KYC non-compliant demat account holders, that if they have any debit transactions to be executed in respect of Pay-in's scheduled after June 30, 2022 viz., account transfer and inter depository transfer, they shall execute such instructions for transferring securities well in advance but before EOD of June 30, 2022 to avoid the risk of non-delivery for sell trades of June 29, 2022 and June 30, 2022. Participants are requested to note that in case where client fails to update the 6 KYC attributes viz. Name, Address, PAN, valid Mobile No., valid Email ID and Income range in their demat accounts by June 30, 2022, such demat accounts shall be suspended (suspended for Debit) by NSDL until deficient KYC attributes are updated by Participants in NSDL system based on the client request. Out of the mandatory 6 KYC attributes, name and address are already mandatory field in NSDL system and PAN non-compliant demat accounts are already in suspended status.</p>
Receive Application	For Freezing of Account Client has to submit Application to DP with All Holder's Signature. As a DP we provide to Client the pre printed Application for Freeze / Unfreeze Account

Capture & Verify	In eDPM we capture detail of Application in respective Client Account. After that the Authorized Person Verify the Application and status of Demat Account will be changed accordingly
Client Master	We send Client Master Report to Client after Modification has been done in his/her Demat Account
Concurrent Audit	Auditor properly check Stamp, Signature & entered Data with Application in Local DPM on Regular basis

DRF COLLECTION & PROCESS

Receiving DRF	DP provides Dematerialization Request Forms (DRF) to Client. The Client completes the DRF in all respects and submits in triplicate to the DP along with the Security Certificates to be Dematerialized. We check whether the securities are available for Demat or not. We also check the DRF for validity, completeness and correctness. If the DRF and the accompanying security are not found in order we return the DRF and Certificates to Client. If the DRF and accompanying certificates are found in order, we accept the DRF and issue an acknowledgement to the Client
Defacing Certificate	When we received certificate from Client first of all, we deface it with „Surrender For Dematerialization“ Stamp in the presence of Client. Then we punch two holes on the name of the company and draw two parallel lines on the face of the certificate. After that we affix a stamp on certificate which contains DP name, DP Id and Client Id. This is a precautionary measure to prevent misuse of share certificates by anyone
Inward Entry	We maintain Inward Register to note down all received DRF detail
Capture & Verify	We enter the Demat request in our Back-Office Software. After that the Authorized person verify it in Back-office Software
Batch Process	After completion of authorization in our Back-office we generate a Batch and upload it in eDPM. After completion of this process Out file will be generate, which contains Dematerialization Request Number for respective DRF. Then we response generated Out file in our Back-Office software to update the data
Send to R&T Agent	After generation of DRN, we take Print out of Demat request Letter from our back office. After that, we attach this print out with DRF & defaced Physical Certificate and send it to concern Issuer or its R & T Agent with in seven days of accepting it from Client via Post/Courier. After that we attach received POD with respective DRF, and also enter POD NO. in register for respective DRN
Outward Register	We maintain Soft Copy of outward record with respective DRN
Concurrent Audit	Auditor checks Demat Entry, POD Number and Other Details like

	Total Quantity of Securities, ISIN, Total No. of Certificates etc... in our Back office Software with Physical Record for Cross Verification
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DRF REJECTION & PROCESS

Generate Rejection Report	On daily basis we generate Demat Rejection Report from our Back-Office Software
Receive Rejected Certificate	If the Issuer/R & T Agent finds the DRF not to be in order they send it back to DP, with Rejection Memo and Original Share Certificate. After receiving rejected Certificates We do the entry of rejection in register.
Certificates send to Client	After completion of Demat Rejection Entry the Covering Letter will be generate by our Back-Office Software. We attach this Covering Letter with rejected Certificate and send it to respective Client via Post/Courier
Maintain Register	We attach POD with Demat Rejection Letter and maintain separate File for it. If the Client comes to collect Rejected Certificate at DP office we take the Signature of Client in Rejection Register
Concurrent Audit	Auditor checks all related data i.e. POD, Rejection Entry and Register of Rejected DRF

CANCELLATION OF PENDING DEMAT REQUEST

Pending Demat Request	Certain Issuer companies are not confirming the requests for dematerialisation for a long time. Due to this, in cases where the clients have pending demat requests, Participants are not in a position to process the requests received from their clients for closure of accounts. In view of the aforesaid, a facility for cancellation of pending demat request is introduced
Client Request	Client must submit a letter in the format prescribed by NSDL requesting to cancel the pending demat request in respect of those demat requests which are pending for more than 60 days
Receiving Client Request	On receiving Client request for Cancellation of Pending Demat, we check that the request is complete in all respect or not. After completion of such procedure we submit a letter requesting NSDL to facilitate cancellations of pending demat requests in format prescribed by NSDL.
Cancellation of Pending Demat Request	On receiving such request NSDL cancel the Pending Demat Request of the concern Client if the request is complete in all respect.

REMATERIALIZE REQUEST / REPURCHASE & PROCESS

Receiving RRF	<p>DP provides Rematerialisation Request Forms (RRF) to Clients. The Client should complete RRF in all respects and submit it to the DP. We check RRF for validity, completeness and correctness. In particular, we check following points:</p> <ul style="list-style-type: none"> ➤ Sufficient free balance available in the Client's Account to honor the Rematerialisation Request ➤ The Name of Client on RRF is exactly the same as that in Client Account ➤ In case of joint holding, the order of names appearing on RRF is the same as in the Client's Account ➤ Details like security type, face value, Issuer's name and lock-in status are filled-in correctly ➤ The Client has indicated his option to receive physical certificates either in jumbo lot for the entire quantity requested or in market lot <p>If RRF is found in order we accept RRF and issue an acknowledgement to the client</p>
Inward Register	We maintain Inward Register to note down all received RRF
Capture & Verify	If sufficient balance is available in Client's Account, we punch Rematerialisation Request in eDPM to generate Remat Request Number (RRN), which we mention on RRF. After that the Authorized person verify the Instruction
Send to R&T Agent	We send RRF to respective R & T Agent with Client's Holding, RRN and Covering Letter Print out. We send it to R & T Agent with in seven days of accepting it from Client via Post/Courier. Then we attach POD with Second RRF copy to maintain Physical Record with DP
Physical Certificates	The R & T Agent Directly send the Physical Certificate to Client with in 30 Days of Receiving Date
Concurrent Audit	Auditor checks Remat Entry, POD Number and Other Details like Total Quantity of Securities, ISIN etc... in our Back office Software with Physical Record for Cross Verification

ACCOUNT CLOSURE

Rule	NSDL shall effect the transfer of security balances of any Client to his/her own Account with other Participant / Depository
Account Closure Procedure	<p>DP has to collect a copy of the Client Master Report of the target account with another Participant where the securities are to be transferred</p> <p>DP has to verify that the target account and source account belong to the same Client. The names and order of names of the accountholders including the PANs in the source account and the target account must match</p> <p>After effecting the transfer of securities, we close the account of the concern Client</p>

TRANSMISSION

Rules	NSDL shall effect the transmission of security balances of any Client due to death, lunacy, bankruptcy, insolvency or by any other lawful means other than transfer
Nominee	<p>Upon the death of the Sole Client or the death of All the Clients, as the case may be, the nominee shall request the Participant to transmit the securities covered by the nomination to the account of the Nominee, held with any Depository. If the Nominee does not have an account with the Depository, the Nominee shall be required to open an account with any Depository</p> <p>To do so we collect certified true copy of the Death Certificate duly attested by a Notary Public along with Annexure „O“. The Nominee also has to submit Identity Proof, Address Proof, Client Master of his/her Demat Account and Indemnity on Rs.50/- Stamp paper as per format given by NSDL. To submit the Application the Nominee has to personally visit our DP office. After being fully satisfied on all aspects we transfer balance to the account of the surviving Nominee. After effecting the transmission, we close the account of the deceased</p>
Joint Holder	<p>In case of death of one of the Clients in a joint account, the surviving Client(s) shall request the Participant to transmit the balances lying in the Client account to the account of the surviving Client(s).</p> <p>The surviving Client(s) have to make an Application in the form specified in Annexure „O“ along with a copy of the Death Certificate duly attested by a Notary Public. On receiving such Application we verify the Death Certificate and the signature of the surviving Client(s) before effecting the transmission. After being fully satisfied on all aspects we transfer balance to the account of the surviving Client(s). After effecting the transmission, we close the account of the deceased</p>

HUF	<p>Procedure for Transmission of Securities held by Karta of Hindu Undivided Family (HUF) in the Depository:</p> <p>Upon death of the Karta of a Hindu Undivided Family (HUF), the surviving member(s) of the HUF may appoint the eldest surviving male member of the HUF surviving members, as the new Karta of the HUF. For transmission of securities to the account of the new Karta from the account of the deceased Karta, the surviving members through the new Karta shall make a joint application to the Participant in the Form specified in Annexure "O" along with the following documents:</p> <ol style="list-style-type: none">1. True Copy of the death certificate of the Karta, duly certified by a notary public;2. An appropriate order by a competent court, If the surviving members or the New Karta express their inability to produce the order of a competent Court, and that the market value of securities lying to the credit of such account as on the date of application for transmission of securities does not exceed Rupees Ten Lakh then the Participant shall process the transmission request on the basis of the following documents as per NSDL Circular No. NSDL/POLICY/2010/0004 dated January 11,2010 <ul style="list-style-type: none">➤ Request for transmission in Annexure 'O', duly signed by the New Karta;➤ A declaration of the list of surviving members of HUF in an affidavit in the prescribed form (Annexure 'OG'), duly notarised;➤ Deed of Indemnity in the prescribed form (Annexure 'OF') from the surviving members. <p>Where there is an objection from any member of the HUF, transmission of securities held in the beneficial owner account should be affected only on the basis of a Decree by a competent Court or the Deed of Partition.</p>
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	<p>The surviving members shall furnish to the Participant the certified copy of the Settlement Deed / Deed of Partition / Decree of the relevant Court duly stamped, in case the HUF goes into separation / partition for dealing with the securities lying in the beneficial owner account held by the deceased Karta, and furnish to the Participant the details of the beneficial owner accounts of the individual members in order to have the securities distributed to their respective accounts.</p> <p>We check that documents submitted by surviving members or new Karta are in order or not. After being fully satisfied on all aspects we transfer balance to the account of new Karta. After effecting the transmission, we close the account held in the name of the deceased Karta.</p>
Single Holder	<p><i>Procedure for Transmission of securities held singly :</i></p> <p>The legal heir(s) or legal representative(s) of the deceased have to make a request, in the prescribed form to the DP for transmitting the balances lying in the account of the deceased to their account. A single request is sufficient for all securities held in the account of the deceased. The following documents have to be submitted with the request for transmission:</p> <ol style="list-style-type: none"> 1. A copy of the death certificate, duly notarised; 2. A copy of the succession certificate, duly notarised, or an order of a competent court, if the deceased has not left a Will; or 3. A copy of the Probate or Letter of Administration duly notarised. <p>Where the Market Value of the Securities held in each of the accounts of the deceased on the date of application-for transmission does not exceed Rs. One lakh, DP may admit request for transmission. As per NSDL Circular No. NSDL/POLICY/2010/0004 dated January 11,2010 following documents are sufficient:</p> <ol style="list-style-type: none"> 1. Copy of death certificate duly notarised; 2. Annexure „O“ pertaining to Transmission Request Form (TRF)

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| | <ol style="list-style-type: none">3. Letter of Indemnity in the prescribed form (Annexure 'OC') duly supported by a guarantee of an independent surety acceptable to the DP, made on appropriate non-judicial stamp paper;4. An affidavit in the prescribed form (Annexure 'OD') made on appropriate non-judicial stamp paper; and5. No objection certificate(s) in the prescribed form (Annexure 'OE') from all the legal heir(s). |
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Before effecting the transmission of securities, we ensure the validity of the documents submitted by the legal heir(s) or the legal representatives of the deceased. After effecting the transmission, we close the account of the deceased

TRANSFER OF LOCKED-IN SECURITIES OR SECURITIES HELD UNDER SUSPENDED ISIN IN CASE OF ACCOUNT CLOSURE AND/OR TRANSMISSION

<p>Transfer of locked-in securities or securities held under suspended ISIN</p>	<p>The securities which are locked-in by the Issuer or securities held under suspended ISIN in the Depository System cannot be transferred from one account to another. Due to this restriction, transfer of securities from one account to another necessitated by Account Closure and/or Transmission also cannot be effected. To transfer such securities NSDL introduced new procedure (in addition to existing procedures for Account Closure and Transmission) in co-ordination with the Issuer / R&T Agent</p>
<p>Procedure for Account Closure</p>	<p>DP has to collect a copy of the Client Master Report of the target account with another Participant where the securities are to be transferred</p> <p>DP has to verify that the target account and source account belong to the same Client. The names and order of names of the accountholders including the PANs in the source account and the target account must match</p> <p>After due verification, DP must forward a request in a format prescribed by NSDL to the concerned Issuer/its R&T Agent along with copies of Client Master Report of the source account and the target account for execution of Corporate Action to effect the transfer of locked-in securities / securities held under suspended ISIN</p>
<p>Procedure for Transmission</p>	<p>DP must verify the documents and execute the transmission in respect of all other securities (if any)</p> <p>In respect of securities which are locked-in or held under suspended ISIN, after due verification, DP must forward a request in a format prescribed by NSDL to the concerned Issuer/its R&T Agent for execution of Corporate Action to effect the transfer of locked-in securities / securities held under suspended ISIN</p>

SMS ALERT FACILITY

SMS Alert Facility	NSDL has launched SMS Alert facility for Demat account holders whereby investors can receive alerts for Intraday Alerts for all Debits (Transfers), Credits for IPO, Bonus & Sub-division, Overdue & Failed Instructions, Change of Address & Mob. No., Debit of Mutual Fund Units, Invocation of Pledge Securities, Registration & De-registration of POA, Modification / Cancellation of Nominee Name. To avail this SMS Alert Facility the Client has to register their Mobile No. with DP. We make our Client aware about this facility while opening an Account.
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BILLING PROCESS

Bill Process Period	We do Bill Process on Monthly Basis
Bill Process	First we check the whole month data is properly updated in our Back-Office System or not. If we found that the data is updated properly, then we first generate NSDL Bill and after that Client Bill will be generated. Then We send the copy of Transaction/Holding/Billing to Client

PROVISION OF TRANSACTION STATEMENT

Rules	Every Participant shall provide Statements of Account to the Beneficial Owner in such manner and at such time as provided in the Agreement with the Beneficial Owner
Provide Transaction Statement	We provide a Transaction Statement including Statement of Accounts, if any, to the Clients in such form as specified under the Business Rules of NSDL. Such a statement (Transaction/Holding/Billing) shall be furnished to the Clients at Monthly Intervals but since Feb 2015 NSDL has started to send the CAS to all clients who have transaction in demat account on monthly basis. However, if there is no Transaction in the Account, then we provide such Statement to the Client at least once a year.

GRIEVANCE REDRESSAL

Regulation	The participant shall redress the grievances of Beneficial Owner within thirty days of the date of receipt of the complaint and keep the depository informed about the number and the nature of Redressal.
Nature of Non-Compliance	Monthly report as required under Bye Law 6.3.6 (iii) to be submitted every month (latest by 10th of the following month)
Resolve	The Depository Participant undertakes to resolve all legitimate grievances of the Client against the Depository Participant within a period of thirty days
Exclusive E-Mail ID	According to SEBI Circular No. MRD/ DoP/Dep/SE/Cir-22/06 dated December 18, 2006 the DP has to provide exclusive E-Mail ID of the grievance Redressal division / compliance officer in which the investors would be able to register their complaints and also take necessary follow-up actions as necessary. By following this rule We as a DP, for Investor Grievance purpose, provided exclusive E-Mail Id i.e grievences@amrapali.com ; demate@amrapali.com :

CHARGES

Charges paid by Client	The Participant shall have the discretion to charge any fees to its Clients. Further, the Participant may charge different types of fees to its various Clients. Provided further that the Participant shall file the charge structure with the Depository as and when called for
Charges Structure Submit to NSDL	Every year by April 30 the DP has to send Charges Structure in a prescribed Format to NSDL. And also the DP has to send Soft Copy of Charges Structure to NSDL at dpfees@nsdl.co.in
Revised Charges Structure	We give 30 days notice to the client about any change in the Charge Structure as prescribed in the DP-Client Agreement
Account Closure/ Transmission Entry	In case of Account Closure & Transmission if the Stock of Client transfer in same depository then we do entry in E.DPM >> Settlement >> Transfer of Holding (Account Closure / Transmission)
Account Closure/ Transmission Waiver Charges	<p>We as a DP have to submit requests for waiver of fees to NSDL. NSDL has introduced new facility for fee waivers electronically through i-ASSIST intranet site. The waiver requests can be applied using interactive screens or through file upload. As per NSDL rule we follow maker-checker concept for setting up waiver requests on i-ASSIST Intranet site. It is not require sending any documents in paper form to NSDL for account closure (irrespective of number of instructions per client), inter-depository transfers and transmission requests. However, we maintain such documents and produce it to officials of NSDL on demand. In case of waiver requests for account closure upon inter-depository transfers where the number of instructions per client are more than 25. In such cases, as per NSDL rule we follow the existing procedure with respect to collection and submission of documents to NSDL. Waiver requests for transactions effected in the preceding month can be applied through i-ASSIST till the end of the current month.</p> <p>Now onwards if instructions executed through Account Closure/ Transmission module and the account is closed/ suspended, separate requests for waiver through i-Assist should not be made. However, in</p>

	case of IDT transfers pursuant to account closure, Intra & IDT transfers pursuant to transmission etc. DP has to continue the current practice of submitting fee waiver request through i-Assist
Waiver of Settlement fees Closure Account	DPs are exempted from payment of settlement fee (Rs.4.5 per debit from beneficiary account) consequent to transfer of securities with respect to SEBI directive on Account Closure.

SEBI FEES

Pay Fees	The participant shall pay annual fees Rs. 1000/- to SEBI. We as Participant pay this fee to NSDL. The Depository shall forward the fees collected from participants to the Board, with a Demand Draft or Bankers Cheque payable to the "Securities and Exchange Board of India" at Mumbai
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INTERNAL / CONCURRENT AUDIT/COMPLIANCE

Rules	Every Participant shall ensure that an Internal Audit in respect of its Depository Operations is conducted at intervals of not more than six months by a qualified Chartered Accountant or a Company Secretary or a Cost and Management Accountant holding a Certificate of Practice and a copy of such Internal Audit Report shall be furnished to the Depository.	
Submission	We submit Internal Audit Report (IAR) before due date for submission of report to NSDL	
	Period of Internal Audit	Due date for submission of report to NSDL
	April 1 to September 30	November 15
	October 1 to March 31	May 15
	<p>Our Internal Audits and Concurrent Audits are being done by same auditor, therefore we submit a consolidated report to NSDL</p> <p>We also submit the half yearly compliance certificate, which needs to be submitted within one month from the date of half year ended</p>	
	Compliance Certificate	Due date for submission of Compliance Certificate to NSDL
January 1 st to 30 th June	July 30	
July 1 st to 31 th December	Jan 30	

RECORD KEEPING

NSDL Rule	<p>As per NSDL rule every Participant should maintain the following records and Documents, namely:-</p> <ol style="list-style-type: none">1. Records of all the transactions entered into with a depository and with a beneficial owner;2. Details of securities dematerialized, rematerialised on behalf of beneficial owners with whom it has entered into an agreement;3. Records of instructions received from beneficial owners and statements of account provided to beneficial owners; and4. Records of approval, notice, entry and cancellation of pledge or hypothecation, as the case may be.
Precautionary Measure	<p>Where records are kept electronically, we ensure that the integrity of the data processing systems is maintained at all times and take all precautions necessary to ensure that the records are not lost, destroyed or tampered with and in the event of loss or destruction, ensure that sufficient back up of records is available at all times at a different place.</p>
Period	<p>Subject to the provisions of any other law, as per NSDL rule we preserve records and documents for a minimum period of five years</p>
Maintain Record	<p>We maintain each and every Depository Activities records in a Record Keeping Agency (OEC Records Management Pvt Ltd.) relating to our business for a period of five years :-</p> <ol style="list-style-type: none">1. Forms submitted by the Clients to DP for : -<ul style="list-style-type: none">✓ Opening of accounts✓ Closing of accounts✓ Freezing / Unfreezing of accounts2. Delivery/Receipt Instructions given by our Clients3. Copies of correspondence from the Clients on the basis of which Clients details were updated in the DPM4. A register showing details of grievances received from the Clients and their present status5. The forms received in respect of pledge of securities;6. The forms received in respect of transmission of securities7. Record of serial numbers of the instruction forms for debit or pledge of securities in a Client account, issued to its Clients.

CONNECTIVITY

Connectivity	We use MPLS network for Connectivity purpose
Internet Connectivity	MPLS is called Primary Connectivity. If Primary Connectivity fails for any reason, we have ability to connect through Internet for this, we take approval of NSDL first as per NSDL guidelines.

SYSTEM

Rule	<p>Every participant shall maintain continuous electronic means of communication with Depository in which it is a participant. The Participant shall install at its computer center Client Server, Hardware Configuration with System Database, Communication and Application Software as prescribed by NSDL</p> <ul style="list-style-type: none">a) Unless otherwise supplied directly by NSDL, all Hardware and Software in accordance with prescribed configuration shall be procured by the Participant from NSDL empanelled brands onlyb) The above Hardware and Software set-up shall be dedicated for NSDL specific application module and even if there is spare processing/data storage capacity, the same shall not be used for any other application including the Participant's Back Office systemc) The above hardware may be connected by the Participant to their Internal LAN for data transfer purposed) The above hardware shall not be connected by the Participant to their interoffice WAN without the prior written permission of NSDL. NSDL reserves the right to deny such permission if in its opinion granting such permission involves violation of conditions relating to the operations of NSDL's WAN as stipulated by Department of Telecommunications or any other reasons as may be deemed fit by NSDL <p>The Participant shall carry out modification, up gradation, replacement and deletion for the above mentioned configuration from time to time as may be prescribed by NSDL</p> <p>We as a DP using all Hardware & Software of NSDL empanelled brands only and strictly maintain standards as per NSDL requirements</p>
Approval	<p>No other workstation, computer system or hardware should be connected to the User Hardware System without the prior approval of NSDL. If there is any change in existing computer system or hardware, we inform NSDL via E-mail by submitting Form-B as per NSDL rule and NSDL update this data in its Database.</p>

ANTI VIRUS

Rule	<p>Participants should be aware that they are required to install Anti-Virus software on server as well as on all the Client Machines of NSDL DPM setup. Also, in order to protect the DPM setup against new viruses, Participants are advised to ensure that latest version of Anti-Virus software is installed on the DPM setup. For this purpose, Participants should upgrade the Anti-Virus software, at least once a week, for which, Participants may undertake Annual Subscription Contract (ASC) from the authorized dealer of the Anti-Virus software. In order to keep Participants informed about the latest version of Anti-Virus software, NSDL has posted this information on NSDL Intranet Server (http://sqlassist), for the below mentioned Anti-Virus soft-wares, generally used by Participants:</p> <ol style="list-style-type: none">1. Norton Anti-Virus2. McAfee Anti-Virus3. CA Innoculate Anti-Virus4. Trend micro Anti-Virus5. F-Prot Anti-Virus6. Quick-Heal Anti-Virus <p>Participants should compare the below mentioned parameters of the Anti-Virus software installed on their DPM setup with that posted information on NSDL Intranet server and carryout the up-gradation, if require:</p> <ol style="list-style-type: none">1. Virus Definition files and version2. Release date of the Virus definition file3. Scan engine name and version4. Release date of the scan engine <p>Participant can find out the details of Anti-Virus installed and its version by right clicking on the Anti-Virus icon appearing on the task bar and then selecting the option "About"</p>
Up gradation	<p>We have installed Symantec Endpoint Protection Anti-Virus Software on Server as well as on all the Client Machines of NSDL DPM setup. And on weekly basis we do the up-gradation of the Software to protect the DPM setup against new viruses</p>

BACKUP

Mandatory Backup	As per NSDL rule, All Business Partners (All Depository Participants, Share Registrars, Companies doing Share Registry work) have to take the back-up of their data regularly and store this back-up at a site other than the site where the hardware etc. having connectivity with NSDL is located. In order to ensure that the Business Partners are indeed taking the backup regularly, NSDL calls for the back-up DATs from its Business Partners from time to time
Backup on Hard disk	After routine work has been finished, We have taken facility of automated back up from NSDL. It starts on 6.15 pm on week days and 2.15 on Saturday.
Backup on USB Hard Disk	After finishing backup on Server Hard-disk copy it on two USB Hard Disk on client machine.
No. of USB Hard Disk	Minimum Two Hard Disks are requiring to copying daily Backup.
ASR Backup	We take ASR backup once in a Quarter
Reorg Data	On monthly basis we Log-in to GISMO panel on the server and click on "Reorg NSDL DPM" to shrink the data on Hard Disk

MAINTAIN REGISTER

Maintain Register	<p>We maintain following Register on Regular basis</p> <ul style="list-style-type: none">➤ Grievances Register➤ Anti Money Laundering Register➤ DRF Inward – Outward Register➤ Slip Issue Register➤ Backup Register➤ ASR Backup Register➤ Reorg Register➤ AML Register
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