

## **INVESTOR CHARTER - DESIGNATED DEPOSITORY PARTICIPANTS**

### **VISION STATEMENT:**

“To make India an investor friendly country through efficient Regulations”.

### **MISSION STATEMENT:**

“To serve all investors by promoting the highest standards of ethics, professional excellence and investor protection”.

### **TIMELINES PERTAINING TO VARIOUS SERVICES PROVIDED BY DDP**

S.no.	Type of Service	Expected Timelines *		
1	FPI registration a			
	(a) Fresh Registration	Within 30 days		
	(b) Renewal of FPI Registration	Within 15 days		
	(c) Surrender of FPI Registration	Within 10 working days of receipt of NOC from SEBI		
2	Change in DDP cum Custodian	Within 30 days of receipt of approval from incoming DDP		
3	Off-Market (Free of Payment) transfers permitted as per SEBI Master Circular for FPIs, DDPs and EFIs	Within 15 days		
4	KYC Review / Update	Jurisdiction	FPI Category – I	FPI Category – II
		High Risk	Registered under Reg. 5(a)(i) – During continuance of registration i.e. every 3 years.	Annually
			Others Annually	
		Non-High Risk	During continuance of registration i.e. every 3 years.	Regulated entities during continuance of registration i.e. every 3 years. Others-Annually.

\* above timelines will apply to cases where application is complete in all respects

### **General Guidance for Investors:**

<b>S.No.</b>	<b>Guidance</b>
<b>1</b>	Provide Complete, Accurate and Latest information for FPI registration.
<b>2</b>	Adhere to all the rules, regulations, investment limits / conditions prescribed by the Regulators and Government of India.
<b>3</b>	Sell or write-off securities holdings prior to expiry of the FPI registration in case the FPI wish to surrender its registration.
<b>4</b>	Inform as soon as possible but not later than seven working days any changes in information or particulars pertaining the FPI registration.
<b>5</b>	Investors have Right of Fair and Equitable Treatment and Confidentiality of Information as per SEBI (FPI) Regulations, 2019 and SEBI Master Circular for FPIs, DDPs and EFIs .
<b>6</b>	Investors have Right to expect Redressal of Grievances in a timebound manner and ensure to collect contact details of key personnel for Escalation and Resolution of grievances

### **Grievance Redressal Mechanism**

- Approach the DDP at the designated Investor Grievance e-mail ID with complete details of complaints for redressal of investor grievances in a time bound manner.
- The complaint not redressed at DDP level, may be lodged with SEBI on SCORES (a web based centralized investor grievance redressal mechanism at SEBI) @ <https://scores.sebi.gov.in/>