

Investor Charter — Depositories and Depository Participants

Vishwas Fincap Services Pvt. Ltd. · Depository Participant of CDSL · DP ID 12074200

Published in terms of SEBI letter SEBI/HO/MIRSD/DOP/OW/P/2021/37347/1 dated 15-12-2021 and SEBI circular SEBI/HO/MRD/MRD-PoD-1/P/CIR/2024/66 dated 29-05-2024 (CDSL communiqué CDSL/OPS/DP/POLCY/2024/289 dated 30-05-2024).

1. Vision

Towards making the Indian securities market transparent, efficient and investor friendly by providing a safe, reliable, transparent and trusted record-keeping platform for investors to hold and transfer securities in dematerialised form.

2. Mission

- To hold securities of investors in dematerialised form and facilitate their transfer, while ensuring safekeeping of securities and protecting the interest of investors.
- To provide timely and accurate information to investors with regard to their holdings and the transfer of securities held by them.
- To provide the highest standards of investor education, investor awareness and timely services, so as to enhance investor protection and create awareness about investor rights.

3. Details of business transacted by the Depository and Depository Participant (DP)

A Depository is an organisation which holds securities of investors in electronic form. Depositories provide services to various market participants — Exchanges, Clearing Corporations, Depository Participants (DPs), Issuers and Investors — in both the primary and secondary markets. The Depository carries out its activities through its agents, known as Depository Participants (DPs). Vishwas Fincap Services Pvt. Ltd. is a DP of Central Depository Services (India) Ltd. (CDSL). The list of CDSL DPs is available at <https://www.cdslindia.com/DP/dplist.aspx>.

4. Description of services provided by the Depository through Depository Participants to investors

(1) Basic services

Sr. no.	Brief about the activity / service	Expected timelines for processing by the DP after receipt of proper documents
1	Dematerialisation of securities	7 days
2	Rematerialisation of securities	7 days
3	Mutual fund conversion / destatementisation	5 days
4	Re-conversion / restatementisation of mutual fund units	7 days
5	Transmission of securities	7 days
6	Registering pledge request	15 days
7	Closure of demat account	30 days
8	Settlement instruction	For T+1 day settlements, the DP accepts instructions from clients in physical form up to 4:00 p.m. (electronic instructions up to 6:00 p.m.) on T day for pay-in of securities. For T+0 day settlements, the DP accepts EPI instructions from clients till 11:00 a.m. on T day. 'T' refers to trade day.

(2) Special services

Depositories provide special services such as pledge, hypothecation and internet-based services in addition to their core services. These include:

Sr. no.	Type of activity / service	Brief about the activity / service
1	Value added services	Depositories also provide value added services such as: a. Basic Services Demat Account (BSDA) — https://www.cdslindia.com/Investors/Investorcharter.html b. Transposition cum dematerialisation — https://www.cdslindia.com/Investors/Investorcharter.html c. Linkages with clearing system — https://www.cdslindia.com/Investors/Investorcharter.html d. Distribution of cash and non-cash corporate benefits (bonus, rights, IPOs etc.), stock lending, demat of NSC / KVP, demat of warehouse receipts etc.
2	Consolidated Account Statement (CAS)	CAS is issued within 10 days from the end of the month (if there were transactions in the previous month) or half-yearly (if there were no transactions).
3	Digitalisation of services provided by the depositories	Depositories offer the following technology solutions and e-facilities to their demat account holders through DPs: a. E-account opening — https://myaccount.vishwasfincap.com/onboarding · details at https://www.cdslindia.com/Investors/Investorcharter.html b. Online instructions for execution — https://www.cdslindia.com/Investors/Investorcharter.html c. e-DIS / demat gateway — https://www.cdslindia.com/Investors/Investorcharter.html d. e-CAS facility — https://www.cdslindia.com/Investors/Investorcharter.html e. Miscellaneous services — https://www.cdslindia.com/Investors/Investorcharter.html

5. Details of grievance redressal mechanism

(1) The process of investor grievance redressal

Sr. no.	Mode	Details
1	Investor complaint / grievance	An investor can lodge a complaint / grievance against the Depository / DP in the following ways: a. Electronic mode i. SCORES 2.0, the web-based centralised grievance redressal system of SEBI — https://scores.sebi.gov.in/ Two-level review for a complaint / grievance against a DP: first review by the Designated Body; second review by SEBI. ii. The Depository's web portal for filing complaints — https://www.cdslindia.com/Footer/grievances.aspx iii. Email to the designated email ID of the Depository — complaints@cdslindia.com iv. Email to our designated email ID for investor grievances — grievance@vishwasfincap.com b. Offline mode — a written complaint in any format, addressed to our registered office: Vishwas Fincap Services Pvt. Ltd., WZ-310, Nangal Raya, Delhi Cantt, New Delhi 110046. No prescribed form is required. Complaints / grievances lodged directly with the Depository shall be resolved within 21 days.
2	Online Dispute Resolution (ODR) platform for online conciliation and arbitration	If the investor is not satisfied with the resolution provided by the DP or other market participant, the investor has the option to file the complaint / grievance on the SMART ODR platform for resolution through online conciliation or arbitration — https://smartodr.in/
3	Steps to be followed in ODR for review, conciliation and arbitration	• The investor approaches the market participant for redressal of the complaint. • If not satisfied with the market participant's response, the investor can escalate the complaint on the SEBI SCORES portal. • Alternatively, the investor may file the complaint on the SMART ODR portal for resolution through online

		conciliation and arbitration. • On receipt of the complaint on the SMART ODR portal, the relevant Market Infrastructure Institution (MII) reviews the matter and endeavours to resolve it between the market participant and the investor within 21 days. • If the matter is not amicably resolved, the investor may request the MII to refer the matter for conciliation. • During conciliation, the conciliator endeavours to reach an amicable settlement within 21 days, extendable by 10 days. • If conciliation is unsuccessful, the investor may request that the matter be referred for arbitration. • Arbitration is concluded by the arbitrator(s) within 30 days, extendable by 30 days.
--	--	--

(2) Multi-level complaint resolution mechanism at the Depository

For the multi-level complaint resolution mechanism available at CDSL, please refer to <https://www.cdslindia.com/Footer/grievances.aspx>.

(3) Our escalation matrix

For our investor grievance escalation matrix, please refer to <https://www.vishwasfincap.com/kmp-compliance-officer>.

6. Guidance pertaining to special circumstances related to market activities: termination of the Depository Participant

Sr. no.	Type of special circumstance	Timelines for the activity / service
1	• The Depository terminates the participation where a participant no longer meets the eligibility criteria and / or on any other ground mentioned in the bye-laws, such as suspension of the trading member by the stock exchanges. • The participant surrenders the participation of its own wish.	The client has the right to transfer all its securities to any other participant of its choice, without any charges for the transfer, within 30 days from the date of intimation by way of letter / email.

7. Dos and Don'ts for investors

- Always deal with a SEBI-registered Depository Participant for opening a demat account.
- Read all the documents carefully before signing them.
- Before granting a Power of Attorney to operate your demat account to an intermediary such as a stock broker or Portfolio Management Services (PMS) provider, carefully examine the scope and implications of the powers being granted.
- Always make payments to a registered intermediary using banking channels. No payment should be made in the name of an employee of the intermediary.
- Accept the Delivery Instruction Slip (DIS) book only from your DP (pre-printed with a serial number along with your Client ID) and keep it in safe custody. Do not sign or issue blank or partially filled DIS slips.
 - Always mention details such as ISIN and number of securities accurately. In case of any queries, contact your DP or broker. The slip should be signed by all demat account holders.
 - Strike out any blank space on the slip. Cancellations or corrections on the DIS should be initialled or signed by all the account holder(s).
 - Do not leave your instruction slip book with anyone else.
 - Do not sign a blank DIS, as it is equivalent to a bearer cheque.
- Inform any change in your personal information (for example address, bank account details, email ID or mobile number) linked to your demat account in the prescribed format, and obtain confirmation of the update in the system.

- Mention your mobile number and email ID in the account opening form to receive SMS alerts and regular updates directly from the Depository.
- Always ensure that the mobile number and email ID linked to your demat account are the same as those provided at the time of account opening / updation.
- Do not share the password of your online trading and demat account with anyone.
- Do not share One Time Passwords (OTP) received from banks, brokers etc. These are meant to be used by you only.
- Do not share the login credentials of e-facilities provided by the depositories, such as e-DIS / demat gateway or easiest, with anyone else.
- Demat is mandatory for any transfer of securities of listed public limited companies.
- If you have any grievance in respect of your demat account, write to the designated email IDs of the depositories, or lodge it with SEBI online at <https://scores.sebi.gov.in/>.
- Keep a record of documents signed, DIS issued and account statements received.
- Verify the transaction statement carefully for all debits and credits in your account. In case of any unauthorised debit or credit, inform the DP or the Depository.
- Appoint a nominee to help your heirs obtain the securities in your demat account on completion of the necessary procedures.
- Register for the Depository's internet-based facility, or download the Depository's mobile app, to monitor your holdings.
- Ensure that both your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have any transactions.
- Do not follow herd mentality for investments. Seek expert and professional advice for your investments.
- Beware of assured / fixed returns.

8. Rights of investors

- Receive a copy of KYC and a copy of the account opening documents.
- No minimum balance is required to be maintained in a demat account.
- No charges are payable for opening a demat account.
- If executed, receive a copy of the Power of Attorney. A Power of Attorney is not mandatory as per SEBI / stock exchanges, and you have the right to revoke any authorisation given at any time.
- You can open more than one demat account in the same name with a single DP or multiple DPs.
- Receive statements of account periodically. In case of any discrepancy in the statements, take it up with the DP immediately; if the DP does not respond, take up the matter with the Depository.
- Pledge and / or any other interest or encumbrance can be created on demat holdings.
- Right to give standing instructions with regard to the crediting of securities in the demat account.

- An investor can exercise the right to freeze / unfreeze the demat account, or specific securities / specific quantities of securities in the account, maintained with the DP.
 - In case of any grievance, the investor has the right to approach the Participant, the Depository or SEBI to get it resolved within prescribed timelines.
 - Every eligible investor shareholder has the right to vote on resolutions proposed by companies, for which the Depositories have developed an internet-based e-Voting platform.
 - Receive information about charges and fees. Any charges / tariff agreed upon shall not increase unless a notice in writing of not less than thirty days is given to the investor.
 - Right to indemnification for any loss caused due to the negligence of the Depository or the participant.
 - Right to opt out of the Depository system in respect of any security.
-

9. Responsibilities of investors

- Deal with a SEBI-registered DP for opening a demat account, KYC and depository activities.
 - Provide complete documents for account opening and KYC. Fill in all required details in the Account Opening Form / KYC form in your own handwriting and cancel out the blanks.
 - Read all documents and conditions being agreed to before signing the account opening form.
 - Accept the DIS book only from the DP (pre-printed with a serial number along with client ID), keep it in safe custody, and do not sign or issue blank or partially filled DIS.
 - Always mention details such as ISIN and number of securities accurately.
 - Inform any change in information linked to the demat account and obtain confirmation of the update in the system.
 - Regularly verify balances and demat statements and reconcile them with trades / transactions.
 - Appoint nominee(s) to help heirs obtain the securities in the demat account.
 - Do not fall prey to fraudsters sending emails and SMSs luring you to trade in stocks / securities with promises of huge profits.
-

10. Code of conduct for Depositories

Part D of the Third Schedule of the SEBI (Depositories and Participants) Regulations, 2018 — <https://www.cdslindia.com/Investors/Investorcharter.html>

A Depository shall:

- a. always abide by the provisions of the Act, the Depositories Act, 1996, any Rules or Regulations framed thereunder, circulars, guidelines and any other directions issued by the Board from time to time;
- b. adopt appropriate due diligence measures;

- c. take effective measures to ensure implementation of a proper risk management framework and good governance practices;
- d. take appropriate measures towards investor protection and education of investors;
- e. treat all its applicants / members in a fair and transparent manner;
- f. promptly inform the Board of violations of the provisions of the Act, the Depositories Act, 1996, rules, regulations, circulars, guidelines or any other directions by any of its issuers or issuers' agents;
- g. take a proactive and responsible attitude towards safeguarding the interests of investors, the integrity of the depository's systems and the securities market;
- h. endeavour to introduce best business practices amongst itself and its members;
- i. act in utmost good faith and avoid conflict of interest in the conduct of its functions;
- j. not indulge in unfair competition which is likely to harm the interests of any other Depository, their participants or investors, or is likely to place them in a disadvantageous position while competing for or executing any assignment;
- k. segregate the roles and responsibilities of key management personnel within the depository, including clearly mapping legal and regulatory duties to the concerned position, defining the delegation of powers to each position, and assigning regulatory, risk management and compliance aspects to business and support teams;
- l. be responsible for the acts or omissions of its employees in respect of the conduct of its business;
- m. monitor compliance with the rules and regulations by the participants, and ensure that their conduct is in a manner that safeguards the interest of investors and the securities market.

11. Code of conduct for Participants

Part A of the Third Schedule of the SEBI (Depositories and Participants) Regulations, 2018 —
<https://www.cdslindia.com/Investors/Investorcharter.html>

1. A participant shall make all efforts to protect the interests of investors.
2. A participant shall always endeavour to:
 - a. render the best possible advice to clients, having regard to the client's needs, the environment and its own professional skills;
 - b. ensure that all professional dealings are effected in a prompt, effective and efficient manner;
 - c. adequately deal with inquiries from investors;
 - d. redress grievances of investors without delay.
3. A participant shall maintain high standards of integrity in all its dealings with its clients and other intermediaries, in the conduct of its business.

4. A participant shall be prompt and diligent in opening beneficial owner accounts, dispatching dematerialisation and rematerialisation request forms, executing debit instruction slips, and in all other activities undertaken on behalf of beneficial owners.
5. A participant shall endeavour to resolve all complaints against it, or in respect of the activities carried out by it, as quickly as possible and not later than one month of receipt.
6. A participant shall not increase charges / fees for services rendered without proper advance notice to beneficial owners.
7. A participant shall not indulge in any unfair competition likely to harm the interests of other participants or investors, or to place other participants at a disadvantage while competing for or executing any assignment.
8. A participant shall not make any exaggerated statement, oral or written, to clients about its qualifications, its capability to render certain services, or its achievements in regard to services rendered to other clients.
9. A participant shall not divulge to other clients, the press or any other person any information about its clients which has come to its knowledge, except with the approval / authorisation of the clients or when required to disclose it under any Act, Rules or Regulations.
10. A participant shall co-operate with the Board as and when required.
11. A participant shall maintain the required level of knowledge and competency and abide by the provisions of the Act, Rules, Regulations, circulars and directions issued by the Board. The participant shall also comply with the award of the Ombudsman passed under the Securities and Exchange Board of India (Ombudsman) Regulations, 2003.
12. A participant shall not make any untrue statement or suppress any material fact in any documents, reports, papers or information furnished to the Board.
13. A participant shall not neglect or fail or refuse to submit to the Board or other agencies with which it is registered such books, documents, correspondence and papers, or any part thereof, as may be demanded / requested from time to time.
14. A participant shall ensure that the Board is promptly informed about any action, legal proceedings etc. initiated against it in respect of material breach or non-compliance by it of any law, Rules, regulations or directions of the Board or of any other regulatory body.
15. A participant shall maintain a proper inward system for all types of mail received in all forms.
16. A participant shall follow the maker–checker concept in all of its activities to ensure the accuracy of data and as a mechanism to check unauthorised transactions.
17. A participant shall take adequate and necessary steps to ensure that continuity in data and record keeping is maintained and that data or records are not lost or destroyed. It shall also ensure that an up-to-date back-up of electronic records and data is always available with it.
18. A participant shall provide adequate freedom and powers to its compliance officer for the effective discharge of his duties.
19. A participant shall ensure that it has satisfactory internal control procedures in place, as well as adequate financial and operational capabilities which can reasonably be expected to take care

of any losses arising due to theft, fraud and other dishonest acts, professional misconduct or omissions.

20. A participant shall be responsible for the acts or omissions of its employees and agents in respect of the conduct of its business.
21. A participant shall ensure that the senior management, particularly decision makers, have access to all relevant information about the business on a timely basis.
22. A participant shall ensure that good corporate policies and corporate governance are in place.

12. Investor complaints data

Data on complaints received against us as Depository Participant, and their status of redressal (monthly data, trend of monthly disposal and trend of annual disposal), is updated by the 7th of every month: [Investor Complaints Data \(PDF\)](#).

13. Contact for investor grievances

Particular	Details
Designated email ID for investor grievances	grievance@vishwasfincap.com
Compliance Officer	Mr Vibhanshu Rana · 9212187004 · vibhanshu@vishwasfincap.com
Registered office	WZ-310, Nangal Raya, Delhi Cantt, New Delhi 110046
Escalation matrix	https://www.vishwasfincap.com/kmp-compliance-officer
Rights and Obligations of Beneficial Owner and DP	RightandObligationforDP.pdf