

## 1. Mission and Vision statement for Investors

- **Mission**

- To provide transparent, equitable and reliable markets with timely and accurate information dissemination for investors.
  - To provide the highest standards of investor education, investor awareness and investor protection and timely services.

- **Vision**

To provide a safe, equitable, transparent and trusted platform for investors to participate across asset classes with highest standards of integrity for investors.

## 2. Business transacted by the exchange wrt investors

The exchange facilitates various products for investors to participate across asset classes viz Equity, Derivatives, Debt, Mutual Funds, Government securities etc. Details available on the link:

[https:// www.bseindia.com / markets.html](https://www.bseindia.com/markets.html)

## 3. Services provided by the exchanges to investors

Exchange provides various services to investors electronically through its online platform and physically through the dedicated investor service centers set for this purpose. Details available on the link

[https://www.bseindia.com / investor.html](https://www.bseindia.com/investor.html)

The information on companies listed on Exchange:

[https:// www.bseindia.com / corporates.html](https://www.bseindia.com/corporates.html)

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#### 4. Grievance redressal mechanism

- (1) Mode of filing the complaints: Complaints can be lodged on the Exchange in the following ways:
  - (a) Electronic mode -
    - (i) Through SCORES (a web based centralized grievance redressal system of SEBI)  
[https:// www.scores.gov.in /scores /Welcome. html](https://www.scores.gov.in/scores/Welcome.html)
    - (ii) Through Respective Exchange's web portal dedicated for the filing of compliant  
[https:// bsecrecs.bseindia.com /ecomplaint / frmlInvestorHome. aspx](https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx)
    - (iii) Emails  
For complaints against Trading Members:  
[https:// www.bseindia.com /static /investors /cac tm. aspx](https://www.bseindia.com/static/investors/cac_tm.aspx)  
  
For complaints against Listed Companies:  
[https:// www.bseindia.com /static /investors /Complaint against Companies. aspx](https://www.bseindia.com/static/investors/Complaint_against_Companies.aspx)
  - (b) Offline mode – Physical-
    - For complaints against Trading Members:  
Complaint form:  
[https:// www.bseindia. com/ downloads1 /Complaint Form IGRC. doc](https://www.bseindia.com/downloads1/Complaint_Form_IGRC.doc)  
  
Contact details to submit complaint in physical mode:  
[https:// www.bseindia. com/static /investors /cac tm.aspx](https://www.bseindia.com/static/investors/cac_tm.aspx)
    - For complaints against Listed Companies:  
Complaint form:  
[https:// www.bseindia. com/ downloads1 /COMPLAINT FORM.doc](https://www.bseindia.com/downloads1/COMPLAINT_FORM.doc)  
  
Contact details to submit complaint in physical mode:  
[https:// www.bseindia. com/ static/ investors/ Complaint against Companies. aspx](https://www.bseindia.com/static/investors/Complaint_against_Companies.aspx)
- (2) Regarding documents required for complaint resolution and Multi-level dispute resolution mechanism available at the Exchange please refer to link
  - Documents required for complaint resolution:
    - Complete Account Opening Kit
    - Contract notes
    - Ledger statement

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- Bank statement
  - Demat transaction statement
  - Any other document in support of claim
  - Multi-level dispute resolution mechanism available at the Exchange:
    - Amicable resolution at Exchange level
    - If no amicable resolution arrived at, matter is referred to Investor Grievance Redressal Committee who are independent entities set up for the compliant resolution.

[https:// www.bseindia. com/static /investors /cac tm. aspx](https://www.bseindia.com/static/investors/cac_tm.aspx)

- Arbitration proceedings
- Appellate Arbitration proceedings

[https:// www.bseindia. com/static /investors /arbitration mechanism. aspx](https://www.bseindia.com/static/investors/arbitration_mechanism.aspx)

### (3) Timelines for Complaint Resolution Process at Exchanges

Sr.No	Type of Activity	Expected Timelines for activity
	<b>Against Stock Brokers</b>	
1	Receipt of Complaint	Day of complaint (C Day)
2	Additional information sought from the investor, if any, and provisionally forwarded to stock broker	C + 7 Working days
3	Registration of the Complaint and forwarding to the stock broker	C+8 Working Days i.e. T day
4	Amicable Resolution	T+15 Working Days
5	Refer to Grievance Redressal	T+16 Working Days

Sr.No	Type of Activity	Expected Timelines for activity
	Committee (GRC), in case of no amicable resolution	
6	Complete resolution process post GRC	T + 30 Working Days
7	In case where the GRC Member requires additional information, complete resolution shall take place within	T + 45 Working Days
8	Implementation of GRC Order	On receipt of GRC Order, debit the funds of the stock broker
9	Complainant/ Broker, if not satisfied, by IGRC decision can avail arbitration mechanism	Within 6 months from the date of IGRC recommendation
10	In case of receipt of arbitration intention	Obtain an undertaking from the client and pay 50% of the award or 2 lakhs whichever is less to the client from the IPFT, in case GRC order is upto Rs. 20 lacs
11	Arbitration not filed within 6 months from the GRC Order	Obtain Undertaking from the client and Release 50% amount to the client. Replenish 50% amount to the IPF
12	Completion of arbitration proceedings	Within 4 months from the date of the final appointment of arbitrator
13	Completion of appellate proceedings	Within 3 months from the date of the final appointment of arbitrator
	Against Companies -	(Not Applicable for Commodities Markets)
1	Complaint handling	
1.1	Complaint received in SCORES by the listed company	T day
1.2	Response to be obtained from Listed Company	T + 30
1.3	If no response received, alert to Listed company in the form of	T+31

Sr.No	Type of Activity	Expected Timelines for activity
	reminder for Non - redressal of complaint	
1.4	Response to be obtained from Listed Company	T+60

## 5. Rights and Obligations of investors :

For rights and obligations please refer to the link

[https:// www.bseindia. com/ static/ investors/ Rights\\_Obligations\\_of\\_Investors. aspx](https://www.bseindia.com/static/investors/Rights_Obligations_of_Investors.aspx)

## 6. Guidance pertaining to special circumstances related to market activities: Default of Brokers

- (1) When a Broker defaults, the Exchange carries out the following steps for benefit of investor:
  - Dissemination on Exchange website informing with regards to the default of the Broker
  - Issue of Public Notice informing declaration of default by a Broker and inviting claims within specified period
  - Intimation to clients of defaulter stock brokers via Emails and SMS for facilitating lodging of claims within specified period
- (2) Following information made available on Exchange Website for information of Investors:
  - Norms for eligibility of claims for compensation from IPF.
  - FAQ on processing of investors' claims against Defaulter Broker
  - Form for lodging claim against defaulter Broker
  - Standard Operating Procedure (SOP) for handling of Claims of Investors in the Cases of Default by Brokers
  - Provision to check online status of claims on Exchange Website

[https:// www.bseindia. com/static/ investors /Claim\\_against\\_Defaulter. aspx](https://www.bseindia.com/static/investors/Claim_against_Defaulter.aspx)
- (3) Standard Operating Procedure (SOP) for Handling of Claims of Investors in the Cases of Default by Stock Brokers

Sr. No	Action	Timeline
	<b>Against Stock Brokers</b>	
1	Disablement of the Stock Broker	T day
2	Pre-filled forms to be sent to clients providing information regarding balances with the stock broker	T+30 days
3	Claim lodgement Clients to fill the claim form and provide the supporting documents	Within 30 days of receipt of pre-filled form However, client can lodge claims till the end of 3 years from the date of the public notice provided
4	Processing of claims and auditing of claims	Within 60 days of receipt of the claim form from the clients.
5	Declaration of stock broker as defaulter	Within 90 days from date of disablement (on account of triggering of SOP) (T+90 days)
6	Public Notice regarding declaration of defaulter	Within 3 working days from the date of declaration of defaulter
7	Approval of the claim (by IPF Trust on the basis of recommendation of MCSGFC and Intimation to the clients regarding admissibility of the claim and disbursal of the eligible amount	Within 15 days of declaration of default

## 7. Dos and Don'ts - Advisory for Investors

- a) Do's of Investing:
  - b) Do's for Grievance Redressal:
  - c) Don'ts of Investing:
  - Please refer below link for above:
- [https:// www.bseindia. com/ static/investors /invdosdonot. aspx](https://www.bseindia.com/static/investors/invdosdonot.aspx)

### Annexure C

Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites

#### Data for every month ending

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	0	0	0	0		0	3
2	SEBI (SCORES)	0	1	0	1			3
3	Depositories							
4	Other Sources (if any)							
5	<b>Grand Total</b>		1	0	1		0	3

#### Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	April-2023	0	0	0	0
2	May-2023	0	0	0	0
3	June-2023	0	1	1	0
4	July-2023	0	0	0	0
5	August-2023	0	1	1	0
	<b>Grand Total</b>	0	1	1	0

\*Should include complaints of previous months resolved in the current month, if

any. \*\*Should include total complaints pending as on the last day of the month, if any.  
 ^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

**Trend of annual disposal of complaints**

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2017-18	0	0	0	0
2	2018-19	0	0	0	0
3	2019-20	0	0	0	0
4	2020-21	0	0	0	0
5	2021-22	0	1	1	0
6	2022-23	1	0	0	0
7	2023-24	0	1	1	0
	<b>GrandTotal</b>	0	2	2	0