

**Annexure A****18.1**

18.1.1¹⁸⁵ The Depository may impose a penalty on the Participant to the extent indicated for non-compliance as described below:

Sr. No.	Nature of Non-compliance	Penal Action in ₹/ Action
49	Non-compliance with respect to : a. Publication of the Investor Grievance Redressal Mechanism-Escalation Matrix on website as per NSDL guidelines. b. Contact numbers mentioned in Escalation Matrix are same for more than one or for all escalated levels / not in use / not reachable during working hours / IVRS not allowing caller to reach the desired escalated level / not handled by escalated person.	 ₹ 5,000 per occasion. If such deviation is observed in two consecutive inspections, penalty would be ₹ 10,000 per occasion. If such deviation is observed in three consecutive inspections, matter would be referred to Member Committee.