Circular No.: NSDL/POLICY/2015/0096 Date: October 29, 2015

Subject: Facility for submission of IG Report through e-PASS.

Attention of Participants is invited to Circular Nos. NSDL/POLICY/2010/0040 dated April 19, 2010 and NSDL/POLICY/2012/0109 dated October 3, 2012 regarding submission of Investor Grievance Reports (*IG Report*) for a particular month by 10th of the following month, in a specified format. In accordance to above said circulars, presently IG Report is being submitted by Participants to NSDL either via email (*at dp_igreport@nsdl.co.in*) or in hard copy.

In this context, Participants are hereby informed that NSDL has developed a facility for submission of IG Report through online platform - "e-Participant-Inspection Audit and Supervision System (e-PASS - https://www.epass.nsdl.com/epass/) which is used by Participants for submission of data for 'Risk Assessment Template' (RAT). The IG Report through e-PASS is to be submitted by Participants from **November 2015** onwards i.e. IG Report for the month of October 2015 has to be submitted to NSDL through e-PASS and the current practice of submission of IG Report by Participants through email/ hard copy will be discontinued. Participants having multiple DP IDs (*DPM setups*) would have to submit a single consolidated IG Report for all DP IDs (*DPM setups*).

The Compliance Officer of Participants will be able to access e-PASS through their existing log-in id created for them for accessing e-PASS for submission of RAT. The User ID of Alternative Compliance Officer of Participants is created on e-PASS on the basis of details as available in NSDL records and the User IDs of Maker Users are created on e-PASS as per the details as received from Participants. In order to facilitate Maker Users and Alternative Compliance Officer of Participant to access e-PASS, a separate communication would be sent on their email ids (*as provided for user creation*) containing information about URL of e-PASS and login credentials.

The procedure for submission of IG Report through e-PASS and its salient features are enclosed as Annexure-1**.** Further, Participant are requested to note that as the information regarding Investor Grievances received and redressed by Participant (*along with bifurcation whether such complaints are received by Participants directly from the clients or through NSDL or SEBI*) is to be provided by NSDL to SEBI periodically for risk assessment of Participant, accordingly the IG Report format has been modified and enclosed as Annexure-2 in track change mode and as Annexure-3 (*without highlighting the changes*).

For further information / assistance, Participants are requested to contact Mr. Vishal Gajjar Tel: (022) 24994237, Mr. Yogesh Lad Tel: (022) 24994385 or Ms. Aparna Tetambe Tel: (022) 24994832 or send an email on dp_igreport@nsdl.co.in

Participants are advised to take note of the above and ensure compliance.

For and on behalf of
National Securities Depository Limited

Samar Banwat
Senior Vice President

Enclosed: Three

FORTHCOMING COMPLIANCE			
Particulars	**Deadline**	**Manner of sending**	**Reference**
Investor Grievance Report (Monthly)	By 10th of the following month.	Through "e-Participant-Inspection Audit and Supervision System (e-PASS)	1. Circular No. NSDL/POLICY/2015/0096 dated October 29, 2015
Internal/ Concurrent Audit Report (April - September)	November 15th every year	Digitally signed report by email at nsdl-bp-inspection@nsdl.co.in. Alternatively, by hard copy to Inspection Department.	Circular No.: NSDL/POLICY/2015/0087 dated October 1, 2015 and Circular No. NSDL/POLICY/2010/0017 dated February 22, 2010.

Digitally signed by
Name : Samar Banwat
Date : 10/29/2015 6:44:32 PM
Reason : Authentication