Circular No.: NSDL/POLICY/2018/0041 Date: August 3, 2018

Subject: Facility for upload / download of Investor Grievance related correspondence through e-PASS.

Attention of Participants is invited to SEBI Circular No. SEBI/HO/MIRSD6/CIR/P/2017/20 dated March 10, 2017 regarding redressal of investor complaints within 15 days.

In this context, Participants are hereby informed that in order to reduce the time which is involved in sending physical letters to Participants regarding investor complaints, NSDL has developed a facility for upload and download of Investor Grievance related correspondence through online portal provided by NSDL i.e. e-PASS (https://www.epass.nsdl.com/epass/). This facility will be made available to Participants with effect from **August 6, 2018** and subsequently the current practice of sending Investor Grievance related correspondence from NSDL and filling of its response/ reply by Participants through letters/ emails will be discontinued. In this regard, Participants are requested to take note of the following:

1. Participants would be able to access investor grievance module through e-PASS platform with their existing log-in ids created for submission of Monthly Investor Grievance (IG) report.
2. For uploading reply of investor grievance received from NSDL through e-PASS, Participants would be required to follow the Maker-Checker mechanism, whereby Maker User/s of Participant would be able to capture/ upload the replies for grievances on e-PASS which have to be authorized and submitted to NSDL by Compliance Officer or Alternative Compliance Officer of Participants (*as a Checker User*) on e-PASS.
3. The procedure for upload/ download of Investor Grievance related correspondence through e-PASS is enclosed at **Annexure 1.**
4. The scan copies of replies/ responses for Investor Grievances need to be uploaded by Participants on e-PASS in **.PDF format only**. The hard copies of said replies are not required to be sent to NSDL and the same has to be kept by Participants in their records.

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

For and on behalf of
National Securities Depository Limited

Chirag Shah
Senior Manager

Enclosed: One

FORTHCOMING COMPLIANCE			
Particulars	**Deadline**	**Manner of sending**	**Reference**
Investor Grievance Report (Monthly)	By 10th of the following month.	Through e-PASS	Circular No. NSDL/POLICY/2015/0096 dated October 29, 2015
Networth Certificate and Audited Financial Statements.	September 30th every year.	By hard copy to Participant Interface Department.	Circular No. NSDL/PI/98/414 dated September 1, 1998.

Digitally signed by
Name : Chirag Shah
Date : 03-08-2018 18:30:50
Reason : Authentication