

**ANNEXURE- R**

**INVESTOR CHARTER - CUSTODIAN**

**VISION STATEMENT:**

“To make India an investor friendly country through efficient Regulations”.

**MISSION STATEMENT:**

“To serve all investors by promoting the highest standards of ethics, professional excellence and investor protection”.

**TIMELINES PERTAINING TO VARIOUS SERVICES PROVIDED BY CUSTODIAN**

<b>Sr. No.</b>	<b>Type of Service</b>	<b>Expected Timelines*</b>
1	<b>Account Opening</b>  (a) Opening Custody Accounts	Within 15 Working days
2	<b>Trade Processing</b>  (a) Pre-matching, Confirmations, Margin / Funding verification (b) Settlements	Within the Market timelines  Within 24 hours of receipt of Securities / Cash
3	Safekeeping of Assets/Reports to Client	Within 24 hours of receipt of securities
4	Breach of Foreign Ownership Limit	Within 24 hours
5	<b>Asset Servicing</b> (a) Corporate action notification (b) Processing of client’s instructions for the event (c) Settlements (d) Proxy Voting/E-Voting/ Postal Ballot	Within 48 hours Within Market Timelines  Within 48 hours Within Market Timelines
6	Monthly Portfolio Report to client with list of Assets	Within 7 Working days
7	Client Queries	Acknowledgment or Response within 48 hours
8	Grievance Redressal	Acknowledgment Within 48 hours and redress within 30 days

- Above timelines will apply to cases where documents/information is complete in all respects

**General Guidance for Investors:**

SR. No.	GUIDANCE
1	Provide Complete Accurate and Latest information for Account Opening
2	Investors are solely responsible for any Investment activity undertaken on the market
3	Ensure all investments and Investment related activities are in compliance with applicable rules and regulations
4	Investors have Right of Fair and Equitable Treatment and Confidentiality of information as per SEBI (Custodian) Regulations 1996
5	Investors have Right to expect Redressal of Grievances in a timebound manner and ensure to collect contact details of key personnel for Escalation and Resolution of grievances
6	Adhere to all the rules, regulations, Investment limits/ conditions prescribed by the Regulators and Government of India

**Grievance Redressal Mechanism**

- Approach the custodian at the designated Investor Grievance e mail ID – [custody.help@hdfcbank.com](mailto:custody.help@hdfcbank.com), with complete details of complaints for redressal of Investor grievances in a time bound manner.
- The complaint not redressed at Custodian level, may be lodged with SEBI on SCORES (a web based centralized investor grievance redressal mechanism at SEBI) @ <https://www.scores.gov.in/scores/Welcome.html>