Welcome to Maitra Commodities, your trusted partner for all your investment needs. We are proud to offer our valued clients a comprehensive range of investment services, including our **web-platform investor charter for depository participants**. Our team of experienced professionals is dedicated to providing you with personalized investment solutions that meet your unique financial goals. With our state-of-the-art technology and unparalleled customer service, we strive to make investing easy and accessible for everyone.
Our investor charter is designed to offer our clients a seamless and hassle-free investment experience. As depository participants, we understand the importance of providing our clients with easy access to their investment accounts, and our web platform is the perfect solution to meet this requirement.

Our **investor charter for depository participants** offers a wide range of features and benefits, including:

- **Secure Access:**
  Our **web platform**offers secure access to your investment account, ensuring that your personal and financial information is kept safe and secure. In addition, our platform allows you to easily track your investment portfolio, view your transaction history, and make investment decisions from the comfort of your own home or office.
- **24/7 Availability:**
  Maitra Commodities' **web-platform investor charter** is available 24/7, giving you the freedom to manage your investments at any time, from anywhere in the world. This means that you can stay up-to-date with the latest market trends and make informed investment decisions without having to worry about time constraints.
- **User-Friendly Interface:**
  Our user-friendly interface is easy to navigate, making it simple for you to view your investment portfolio and track the performance of your investments. With our user-friendly interface and real-time updates, managing your investments has never been easier or more convenient.
- **Investment Tracking:**
  Our web platform allows you to track the performance of your investments in real-time, so you can make informed decisions about your portfolio. In addition, our investment tracking feature also provides detailed analysis and insights into market trends, helping you to identify potential opportunities for growth and maximize your returns.
- **Easy Transactions:**
  Maitra Commodities' **web platform investor charter for depository participants** allows you to easily buy and sell investments, transfer funds, and manage your investment account, all with just a few clicks.
- **Customizable Alerts:**
  Our **web platform**, designed with the **investor charter for depository participants** in mind, offers the ability to establish personalized alerts, enabling you to remain up-to-date on critical market events and developments. With our customizable alerts feature, you can opt to receive notifications via email or text message whenever your investments hit a predetermined price point, or when significant market changes occur.
- **Expert Support:**
  Our team of investment experts is always available to provide you with personalised support and advice, ensuring that you have the information and guidance you need to make informed investment decisions. Whether you are a beginner or an experienced investor, our expert support team is always ready to assist you.

At Maitra Commodities, we are committed to providing our clients with the highest level of service and support. Our **charter for depository participants** is just one example of how we are working to make investing easier, more accessible, and more profitable for our clients.

In addition to the features and benefits mentioned above, our **web-platform investor charter for depository participants** also offers a range of investment options to suit your individual needs and preferences. We offer a wide range of investment products, including stocks, bonds, mutual funds, exchange-traded funds (ETFs), and more.

Our investment experts are always available to help you make informed investment decisions and provide you with personalized advice tailored to your investment goals and risk tolerance. We understand that every investor is unique, and we work closely with our clients to help them achieve their investment objectives.

In all of our interactions with our clients, Maitra Commodities is dedicated to openness and honesty. We support establishing lasting connections based on respect, honesty, and trust. You can feel secure knowing that your investments are secure when you choose us as your investment partner.

So, if you are looking for a reliable and trusted partner for your investment needs, look no further than Maitra Commodities. Contact us today to learn more about our **web platform investor charter for depository participants** and our other investment services. We look forward to helping you achieve your investment goals.

Disclosure Of Investor Charter For Depositories And Depository Participants

As per the SEBI vide their letter no. SEBI/HO/MIRSD/DOP/OW/P/2021/37347/1 dated December 15, 2021, has advised the Depository and Depository Participants (DPs) to bring the Investor Charter to the notice of clients.

VISION

Towards making Indian Securities Market – Transparent, Efficient, & Investor friendly by providing safe, reliable,transparent and trusted record keeping platform for investors to hold and transfer securities in dematerialized form.

MISSION

i. To hold securities of investors in dematerialized form and facilitate its transfer, while ensuring safekeeping of securities and protecting interest of investors.
ii. To provide timely and accurate information to investors with regard to their holding and transfer of securities held by them.
iii. To provide the highest standards of investor education, investor awareness and timely services so as to enhance Investor Protection and create awareness about Investor Rights.

Details Of Business Transacted By The Depository And Depository Participant.(DP).

A Depository is an organization which holds securities of investors in electronic form.Depositories provide services to various market participants – Exchanges, ClearingCorporations, Depository Participants (DPs), Issuers and Investors in both primary as well as secondary markets. The depository carries out its activities through its agents which areknown as Depository Participants (DP). Details available on the link **https://www.cdslindia.com/DP/dplist.aspx**

Description Of Services Provided By The Depository Through Depository Participants (DPs) To Investors

(1) Basic Services

S.No	Brief about the Activity / Service	Expected Timelines for processing by the DP after receipt of proper documents
1	Dematerialization of securities	7 Days
2	Rematerialisation of securities	7 Days
3	Mutual Fund Conversion / Destatementization	5 Days
4	Re-conversion / restatementisation of Mutual funds units	7 Days
5	Transmission of Securities	7 Days
6	Registering Pledge Request	15 Days
7	Closure of Demat Account	30 Days
8	Settlement Instructions	For T+1 day settlements, Participants shall accept instructions from the Clients, in physical form up to 4 p.m. (in case of electronic instructions up to 6.00 p.m.) on T day for pay-in of securities. For T+0 day settlements, Participants shall accept EPI instructions from the clients, till 11:00 AM on T day. Note: 'T' refers 'Trade Day'

(2) Depositories provide special services like pledge, hypothecation, internet-based services in addition to their core services and these include

S.No	Type of Activity / Service	Brief about the Activity / Service
1	Value added Service	Depositories also provide value added services such as
	a. Basic Services Demat Account (BSDA)	The facility of BSDA with limited services for eligible individuals was introduced with the objective of achieving wider financial inclusion and to encourageholding of demat accounts. No Annual Maintenance Charges (AMC) shall be levied, if the value of securities holding is upto Rs.4,00,000. For value of holdings between Rs.4,00,001- 10,00,000, AMC not exceeding Rs.100 is chargeable.
	b. Transposition cum dematerialization	In case of transposition-cum- dematerialisation, client can get securities dematerialised in the same account if the names appearing on the certificates match with the names in which the account has been opened but are in a different order. The same may be done by submitting the security certificates along with the Transposition Form and Demat Request Form.
	c. Linkages with Clearing System	For actual delivery of securities to the clearing system from the selling brokers and delivery of securities from the clearing system to the buying broker.
	d. Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs etc.), stock lending, demat of NSC / KVP, demat of warehouse receipts etc.	
2	Consolidated Account Statement (CAS)	CAS is issued 10 days from the end of the month (if there were transactions in the previous month or half yearly (if no transactions).
3	Digitisation of services provided by the depositories	Depositories offer below technology solutions and e-facilities to their demat account holders through DPs:
	a. E-account opening	Account opening through digital mode, popularly known as "On-line Account opening", wherein investor intending to open the demat account can visit DP website, fill in the required information, submit the required documents, conduct video IPV and demat account gets opened without visiting DPs office.
	b. Online instructions for execution	Online instructions for execution internet-enabled services like Speed-e (NSDL) & Easiest (CDSL) empower a demat account holder in managing his/her securities 'anytime-anywhere' in an efficient and convenient manner and submit instructions online without the need to use paper. These facilities allows Beneficial Owner (BO) to submit transfer instructions and pledge instructions including margin pledge from their demat account. The instruction facilities are also available on mobile applications through android, windows and IOS platforms.
	c. e-DIS / Demat Gateway	Investors can give instructions for transfer of securities through e-DIS apart from physical DIS. Here, for on-market transfer of securities, investors need to provide settlement number along with the ISIN and quantity of securities being authorized for transfer. Client shall be required to authorize each eDIS valid for a single settlement number / settlement date, by way of OTP and PIN/password, both generated at Depositories end. Necessary risk containment measures are being adopted by Depositories in this regard.
	d. e-CAS facility	Consolidated Account Statements are available online and could also be accessed through mobile app to facilitate the investors to view their holdings in demat form.
	e. Miscellaneous services	Transaction alerts through SMS, e-locker facilities, chatbots for instantaneously responding to investor queries etc. have also been developed.

Details Of Grievance Redressal Mechanism

(1)The Process of investor grievance redressal

S.No	Brief about the Activity / Service	Response / Steps
1	Investor can lodge complaint/ grievance against the Depository/DP in the following ways:	a. Electronic mode - i. SCORES 2.0 (a web based centralized grievance redressal system of SEBI). 2. Two Level Review for complaint/grievance against DP: - First review done by Designated Body - Second review done by SEBI ii. Respective Depository's web portal dedicated for the filing of compliant iii. [https://www.cdslindia.com/Footer/grievances.aspx] iv. Emails to designated email IDs of Depository [complaints@cdslindia.com] b. Offline mode [details of link to the form to be provided by DPs] The complaints/ grievances lodged directly with the depository shall be resolved within 21 days.
2	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through by online conciliation or arbitration.
3	Steps to be followed in ODR for Review, Conciliation and Arbitration	1. Investor to approach Market Participant for redressal of complaint 2. If investor is not satisfied with response of Market Participant, he/she can escalate the complaint on SEBI SCORES portal. 3. Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration. 4. Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days. 5. If the matter could not be amicably resolved, then the Investor may request the MII to refer the matter case for conciliation. 6. During the conciliation process, the conciliator will endeavor for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator. 7. If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration. 8. The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days.
4	Arbitration Proceedings	The investor may also avail arbitration mechanism set out in the byelaws and Business Rules/Operating instructions of the Depository in relation to any grievance, or dispute relating to depository services. The arbitration references shall be concluded by the way of issue of an arbeal award within 4 months from the date of appointment of arbitrator(s).
4	Investor Grievance Redressal Committee of Depository.	If no amicable resolution is arrived, then the Investor has the option to refer the complaint/ grievance to the Grievance Redressal Committee (GRC) of the Depository. Upon receipt of reference, the GRC will endeavour to resolve the complaint/ grievance by hearing the parties and examining the necessary information and documents.

(2)For the Multi-level complaint resolution mechanism available at the Depositories – Click Here

Guidance Pertaining To Special Circumstances Related To Market Activities: Termination Of The Depository Participant

S.No	Type of Special Circumstances	Timelines for the Activity/ Service
1	Depositories to terminate the participation in case a participant no longer meets the eligibility criteria and/or any other grounds as mentioned in the bye laws like suspension of trading member by the Stock Exchanges. Participants surrenders the participation by its own wish.	Client will have a right to transfer all its securities to any other participant of its choice without any charges for the transfer within 30 days from the date of intimation by the way of letter/email.

DO's and DONT's

DO'S

01. Always deal with a SEBI registered Depository Participant for opening a demat account.
02. Read all the documents carefully documents before signing them.
03. Before granting the power of attorney to operate your demat account to an intermediary like a stock broker, Portfolio management services (PMS) etc, carefully examine the scope and implications of power being granted.
04. Always make payments to registered intermediaries using banking channels.
05. Accept the Delivery Instruction Slip (DIS) book from your DP only (pre-printed with a serial number along with your Client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS slips.
    Always mention the details like ISIN, number of securities accurately. In case of any queries, please contact your DP or broker and it should be signed by all demat account holders.
    Strike out any blank space on the slip and Cancellations or corrections on the DIS should be initialed or signed by all the account holder(s).
06. Inform any change in your Personal Information (for example address or Bank Account details, email ID, Mobile number) linked to your demat account in the prescribed format and obtain confirmation of updation in system.
07. Mention your Mobile Number and email ID in account opening form to receive SMS alerts and regular updates directly from depository.
08. Always ensure that the mobile number and email ID linked to your demat account are the same as provided at the time of account opening/updation.
09. Demat is mandatory for any transfer of securities of Listed public limited companies with few exceptions.
10. If you have any grievance in respect of your demat account, please write to designated email IDs of depositories or you may lodge the same with SEBI online at https://scores.gov.in/scores/Welcome.html
11. Keep a record of documents signed, DIS issued and account statements received.
12. As Investors you are required to verify the transaction statement carefully for all debits and credits in your account. In case of any unauthorized debit or credit, inform the DP or your respective Depository.
13. Appoint a nominee to facilitate your heirs in obtaining the securities in your demat account, on completion of the necessary procedures.
14. Register for Depository's internet-based facility or download mobile app of the depository to monitor your holdings.
15. Ensure that, both, your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have any transactions.

DONT'S

01. No Payment to be made in the name of employee of intermediary.
02. Do not leave your instruction slip book with anyone else.
03. Do not sign blank DIS as it is equivalent to a bearer cheque.
04. Do not share password of your online trading and demat account with anyone.
05. Do not share One Time Password (OTP) received from banks, brokers, etc. These are meant to be used by you only.
06. Do not share login credentials of e-facilities provided by the depositories such as e-DIS/demat gateway, SPEED-e/easiest etc. with anyone else.
07. Do not follow herd mentality for investments. Seek expert and professional advice for your investments.
08. Beware of assured/fixed returns.

Rights of Investors

INVESTOR RIGHTS

01. Receive a copy of KYC, copy of account opening documents.
02. No minimum balance is required to be maintained in a demat account.
03. No charges are payable for opening of demat accounts.
04. If executed, receive a copy of Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. You have the right to revoke any authorisation given at any time.
05. You can open more than one demat account in the same name with single DP/ multipleDPs.
06. Receive statement of accounts periodically. In case of any discrepancies in statements, takeup the same with the DP immediately. If the DP does not respond, take up the matter withthe Depositories.
07. Pledge and /or any other interest or encumbrance can be created on demat holdings.
08. Right to give standing instructions with regard to the crediting of securities in demat account.
09. Investors can exercise its right to freeze/defreeze his/her demat account or specific securities / specific quantity of securities in the account, maintained with the DP.
10. In case of any grievances, Investor has right to approach Participant or Depository or SEBIfor getting the same resolved within prescribed timelines.
11. Every eligible investor shareholder has a right to cast its vote on various resolutions proposed by the companies for which the Depositories have developed an internet based 'e-voting' platform.
12. Receive information about charges and fees. Any charges/tariff agreed upon shall not increase unless a notice in writing of not less than thirty days is given to the Investor.
13. Right to indemnification for any loss caused due to the negligence of the Depository or the participant.
14. Right to opt out of the Depository system in respect of any security

Responsibilities of Investors

INVESTOR RESPONSIBILITIES

01. Deal with a SEBI registered DP for opening demat account, KYC and Depository activities.
02. Provide complete documents for account opening and KYC (Know Your Client). Fill all therequired details in Account Opening Form / KYC form in own handwriting and cancel out the blanks.
03. Read all documents and conditions being agreed before signing the account opening form.
04. Accept the Delivery Instruction Slip (DIS) book from DP only (preprinted with a serial number along with client ID) and keep it in safe custody and do not sign or issue blank orpartially filled DIS.
05. Always mention the details like ISIN, number of securities accurately.
06. Inform any change in information linked to demat account and obtain confirmation ofupdation in the system.
07. Regularly verify balances and demat statement and reconcile with trades / transactions.
08. Appoint nominee(s) to facilitate heirs in obtaining the securities in their demat account.
09. Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks / securitiespromising huge profits.

Code of Conduct for Depositories

(Part D of Third Schedule of SEBI (D & P) regulations, 2018)

A DEPOSITORY SHALL:

01. always abide by the provisions of the Act, Depositories Act, 1996, any Rules or Regulations framed thereunder, circulars, guidelines and any other directions issued by the Board from time to time.
02. adopt appropriate due diligence measures.
03. take effective measures to ensure implementation of proper risk management framework and good governance practices.
04. take appropriate measures towards investor protection and education of investors.
05. treat all its applicants/members in a fair and transparent manner.
06. promptly inform the Board of violations of the provisions of the Act, the Depositories Act, 1996, rules, regulations, circulars, guidelines or any other directions by any of its issuer or issuer's agent.
07. take a proactive and responsible attitude towards safeguarding the interests of investors, integrity of depository's systems and the securities market.
08. endeavor for introduction of best business practices amongst itself and its members.
09. act in utmost good faith and shall avoid conflict of interest in the conduct of its functions.
10. not indulge in unfair competition, which is likely to harm the interests of any other Depository, their participants or investors or is likely to place them in a disadvantageous position while competing for or executing any assignment.
11. segregate roles and responsibilities of key management personnel within the depository including
    a. Clearly mapping legal and regulatory duties to the concerned position.
    b. Defining delegation of powers to each position.
    c. Assigning regulatory, risk management and compliance aspects to business and support teams.
12. be responsible for the acts or omissions of its employees in respect of the conduct of its business.
13. monitor the compliance of the rules and regulations by the participants and shall further ensure that their conduct is in a manner that will safeguard the interest of investors and the securities market.

Code of Conduct for Participants

(Part A of Third Schedule of SEBI (D & P) regulations, 2018)

01. A participant shall make all efforts to protect the interests of investors.
02. A participant shall all always endeavor to:
    (a) render the best possible advice to the clients having regard to the client's needs and the environments and his own professional skills;
    (b) ensure that all professional dealings are effected in a prompt, effective and efficient manner;
    (c) inquiries from investors are adequately dealt with
    (d) grievances of investors are redressed without any delay.
03. A participant shall maintain high standards of integrity in all its dealings with its clients and other intermediaries, in the conduct of its business
04. A participant shall be prompt and diligent in opening of a beneficial owner account, dispatch of the dematerialisation request form, rematerialisation request form and execution of debit instruction slip and in all the other activities undertaken by him on behalf of the beneficial owners.
05. A participant shall endeavour to resolve all the complaints against it or in respect of the activities carried out by it as quickly as possible, and not later than one month of receipt.
06. A participant shall not increase charges/fees for the services rendered without proper advance notice to the beneficial owners
07. A participant shall not indulge in any unfair competition, which is likely to harm the interests of other participants or investors or is likely to place such other participants in a disadvantageous position while competing for or executing any assignment..
08. A participant shall not make any exaggerated statement whether oral or written to the clients either about its qualifications or capability to render certain services or about its achievements in regard to services rendered to other clients.
09. A participant shall not divulge to other clients, press or any other person any information about its clients which has come to its knowledge except with the approval/authorisation of the clients or when it is required to disclose the information under the requirements of any Act, Rules or Regulations.
10. A participant shall co-operate with the Board as and when required.
11. A participant shall maintain the required level of knowledge and competency and abide by the provisions of the Act, Rules, Regulations and circulars and directions issued by the Board. The participant shall also comply with the award of the Ombudsman passed under the Securities and Exchange Board of India (Ombudsman) Regulations, 2003.
12. A participant shall not make any untrue statement or suppress any material fact in any documents, reports, papers or information furnished to the Board..
13. A participant shall not neglect or fail or refuse to submit to the Board or other agencies with which it is registered, such books, documents, correspondence, and papers or any part thereof as may be demanded/requested from time to time.
14. A participant shall ensure that the Board is promptly informed about any action, legal proceedings, etc., initiated against it in respect of material breach or noncompliance by it, of any law, Rules, regulations, directions of the Board or of any other regulatory body.
15. A participant shall maintain proper inward system for all types of mail received in all forms
16. A participant shall follow the maker—Checker concept in all of its activities to ensure the accuracy of the data and as a mechanism to check unauthorised transaction.
17. A participant shall take adequate and necessary steps to ensure that continuity in data and record keeping is maintained and that the data or records are not lost or destroyed. It shall also ensure that for electronic records and data, upto- date back up is always available with it.
18. A participant shall provide adequate freedom and powers to its compliance officer for the effective discharge of his duties.
19. A participant shall ensure that it has satisfactory internal control procedures in place as well as adequate financial and operational capabilities which can be reasonably expected to take care of any losses arising due to theft, fraud and other dishonest acts, professional misconduct or omissions..
20. A participant shall be responsible for the acts or omissions of its employees and agents in respect of the conduct of its business
21. A participant shall ensure that the senior management, particularly decision makers have access to all relevant information about the business on a timely basis.
22. A participant shall ensure that good corporate policies and corporate governance are in place.

Complaints Resolution Process At Depositories:

Complaints Resolution Process at Depositories

DP-Investor Complaints Data Monthly

DP - Investor Complaints Data for Month Ending Jun 2025

S.No	Received From	Carried Forward from Previous Month	Received During the Month	Total Pending	Resolved	Pending At End Of The Month	Average Resolution Time (In Days)
1	Directly From Investors	0	0	0	0	0	0
2	SEBI (SCORE)	0	0	0	0	0	0
3	Depository	0	0	0	0	0	0
4	Other Sources (If any)	0	0	0	0	0	0
5	Grand Total	0	0	0	0	0	0

DP-Trend Of Monthly Disposals Of Complaints

S.No	Month	Carried Forward From Previous Month	Received	Resolved	Pending
1	July - 2024	0	0	0	0
2	August - 2024	0	0	0	0
3	September - 2024	0	0	0	0
4	October - 2024	0	0	0	0
5	November - 2024	0	0	0	0
6	December - 2024	0	0	0	0
7	January - 2025	0	0	0	0
8	February - 2025	0	0	0	0
9	March - 2025	0	0	0	0
10	April - 2025	0	0	0	0
11	May - 2025	0	0	0	0
12	June - 2025	0	0	0	0
	Grand Total	0	0	0	0

DP-Trend Of Annual Disposal Of Complaints

DP-Trend of Annual Disposal of Complaints

S.No	Year	Carried Forward From Previous Year	Received During The Year	Resolved During The Year	Pending At End Of The Year
1	2019-2020	0	0	0	0
2	2020-2021	0	0	0	0
3	2021-2022	0	0	0	0
4	2022-2023	0	0	0	0
5	2023-2024	0	0	0	0
6	2024-2025	0	0	0	0
	Grand Total	0	0	0	0