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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

Sr. No.	Type of Service	Expected Timelines*
1	**Account Opening** (a) Opening Custody Accounts	Within 15 Working days
2	**Trade Processing** (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	Asset Servicing (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

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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@hdfc.bank.in, 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://scores.sebi.gov.in/**