

<b>Department: Inspection</b>	<b>Segment: All</b>
<b>Circular No: MSE/INSP/13352/2023</b>	<b>Date : April 18, 2023</b>

---

**Subject: Maintenance of a Website by Stock Brokers and Depository Participants**

---

To All Members,

This is with reference to circular no. MSE/INSP/13083/2023 dated February 21, 2023 on “Maintenance of a website by Stock Brokers and depository participants” wherein Members were advised to maintain a designated website and display mandatory information to help the investors to keep themselves well informed about the various activities of the Members.

All Members dealing in clientele business are advised to mandatorily display the information as provided in “Annexure A & B” and update the information from time to time. FAQs pertaining to the same have been provided in “Annexure C”. In addition, submission of such information to the Exchange shall be informed to the members through a separate circular, in due course.

The provisions of this circular shall come into effect from August 16, 2023, and the URL of the website is to be reported to the Exchange within a week of the circular coming into effect i.e., by August 24, 2023.

Members are also required to note that any modification in the URL shall be reported to Exchange within 3 days of such changes.

Failure to submit the details within the prescribed timelines would be treated as non-compliance and attract penal/disciplinary action. The same will be communicated in due course.

All Members are advised to take note of the above and ensure strict adherence to the compliance requirements.

**For and on behalf of**  
**Metropolitan Stock Exchange of India Limited**

**Mahendra Choudhari**  
**AVP – Inspection and Membership Department**

In case of any query kindly contact Inspection Department on 6112 9000 or mail on [compliancemsx@msei.in](mailto:compliancemsx@msei.in)

**Metropolitan Stock Exchange of India Limited**

**Annexure A : Details of Mandatory display**

1. Publishing of Investor Charter as per Exchange circular no- MSE/ISC/11266/2021 dated December 22, 2021 and display of Investor Grievance Escalation Matrix as per Exchange circular no- MSE/ISC/11898/2022 dated June 06, 2022 and MSE/ISC/12560/2022 dated November 11, 2022.
2. Basic details of the Member such as registration number, registered address of Head office and branches along with Contact Number and Email id.
3. Names, Mobile number, Email id etc. of all Key Managerial Personnels provided under sec. 2(51) of the Companies Act, 2013-
  - a. The Chief Executive Officer or the Managing Director or the Manager
  - b. The Company Secretary
  - c. The Whole-Time Director
  - d. The Chief Financial Officer
  - e. Such other officer as may be prescribed.
  - f. The Compliance Officer
  - g. Further, the Member can also identify and declare any one or more personnel as their KMP(s) from the given list as per their constitution: Directors, Proprietor, Partners, or any other competent personnel as identified by the Member.
4. Step-by-step procedures for below-
  - a. Detailed write up on procedure for opening an account along with Flowchart and video (optional) if any with link.
  - b. Detailed write up on procedure for filing a complaint on a designated email id & finding out status of the complaint etc. along with Flowchart and video (optional) if any.
5. Details of Authorized Persons-
  - a. List of Active Authorised persons to be displayed.
  - b. List of Authorised persons cancelled by the Members on account of Disciplinary grounds.

**Annexure B: Formats of Mandatory display**

- i. **Basic details of the SB such as registration number, registered address of Head Office and branches if any -**

Stock Broker Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Email id

**Escalation Matrix:**

Details of	Contact Person	Address	Contact No.	Email Id
Customer care				
Head of Customer care				
Compliance Officer				
CEO				

- ii. **Names and contact details of all Key Managerial Personnel including Compliance Officer -**

Sr. No.	Name of the Individual	Designation	Mobile Number	Email Id
1				
2				
3				

- iii. **Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.**

- Detailed write up on procedure for opening an account along with Flowchart and video if any (optional).
- Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart and video if any (optional). Provisions to be made for sharing Ticket Number once the complaint is lodged.
- Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart and video if any (optional).

iv. Details of Authorized Persons

List Of Authorised Persons (AP)										
Sr · No	Authorised Person's Name	Authorise d Person Code (Exchang e wise)	Constitu tion	Status	Registered Address				Terminal Details (Exchange Wise)	
				(Approved / Cancelled)	Add	City	State	Pin code	Terminal Allotted (Y/N)	No. of Termi nals
1										
2										
3										
4										
5										

List of Authorised Persons (AP) Cancelled by Members on Account of Disciplinary Reasons				
Sr. No.	Authorised Person's Name	Status	Authorised Person Cancellation Details	
			Date	Reason
1				
2				
3				
4				



### **Annexure C: - FAQs**

**1. What are the various guidelines related to this circular?**

SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/30 dated February 15, 2023 on Maintenance of a website by stock brokers and depository participants and SEBI/HO/MIRSD/DOP/P/CIR/2021/676 dated December 02, 2021 on Publishing Investor Charter and disclosure of Investor Complaints by Stock Brokers on their websites.

**2. When will the circular come into effect?**

The provisions of this circular shall come into effect from August 16, 2023.

**3. What is the last date to comply with the circular and report to the Exchange?**

The last date to comply with the circular and report to the Exchange is within a week of this circular coming into effect i.e., August 24, 2023.

**4. Which Members are exception to this circular?**

This circular is applicable to the Members dealing in clientele business (i.e., clients mapped to them). The same is not applicable to the Members dealing in Proprietary trading or Institutional Business with no client base.

**5. Are there any additional guidelines on the URL to the website?**

The URL provided should directly take to the main website of the Member. In case the Member is a subsidiary company, the website should be in the name of the Member and not the Parent company.

**6. What is the frequency of the updation of details on the website?**

The details displayed on the website should be updated at all points in time.