

INVESTOR'S CHARTER-STOCK EXCHANGES

1. Mission and Vision statement for Investors

Mission

- To provide transparent, equitable and reliable markets with timely and accurate information dissemination for investors.
- To provide the highest standards of investor education, investor awareness and investor protection and timely services.

Vision

To provide a safe, equitable, transparent and trusted platform for investors to participate across asset classes with highest standards of integrity for investors.

2. Business transacted by the exchange w.r.t investors

The exchange facilitates various products for investors to participate across asset Classes viz Equity, Derivatives, Debt, Mutual Funds, Government securities etc. Details available on the <https://www.msei.in/products/default>

3. Services provided by the exchanges to investors

Exchange provides various services to investors electronically through its online platform and physically through the dedicated investor service centers set for this purpose. Details available on the link <https://www.msei.in/Investors/Introduction>; <https://www.msei.in/Corporates/Corporate-Securities-Information/Suspended-Companies>

4. Grievance redressal mechanism

(1) Mode of filing the complaints: Complaints can be lodged on the Exchange in the following ways:

(a) Electronic mode-

(i) Through SCORES (a web based centralized grievance redressal system of SEBI) <https://scores.gov.in/scores/Welcome.html>

(ii) Through Respective Exchange's web portal dedicated for the filing of Compliant link <https://www.msei.in/Investors/Introduction>

(iii) Emails : Investorcomplaints@msei.in

(b) Offline mode- Physical- <https://www.msei.in/Investors/Introduction>

(2) Regarding documents required for complaint resolution and Multi-level dispute resolution mechanism available at the Exchange please refer to link <https://www.msei.in/Investors/Introduction>

(3) Timelines for complaint resolution process at Stock Exchanges against stock brokers

Sr.No.	Type of Activity	Timelines for activity
	Against Stock Broker	
1	Receipt of Complaint	Day of Complaint (C Day)
2	Additional information sought from the investor, if any, and provisionally forwarded to stock broker	C+7 working days

3	Registration of the Complaint and forwarding to Stock broker	C+8 working days i.e., T day
4	Amicable resolution	T+15 working days
5	Refer to Grievance Redressal Committee (GRC), in case of no amicable resolution.	T+16 working days
6	Complete resolution process post GRC	T+30 working days
7	In case where the GRC members requires additional information, Complete resolution shall take place within	T+45 working days
8	Implementation of GRC order	On receipt of GRC order, debit the funds of stock broker
9	Complainant/broker, if not satisfied by IGRC decision can avail arbitration mechanism	Within 6 months from the date of IGRC recommendation
10	In case of receipt of arbitration intention	Obtain an undertaken from the client and pay 50% of the award or 2 lakhs whichever is less to the client from IPFT, In case GRC order is upto 20 lakhs
11	Arbitration not filed within 6 months from the GRC order	Obtain an undertaken from the client and release 50% amount to the client Replenish 50% amount to the IPF
12	Completion of Arbitration proceedings	Within 4 months from the date of the final appointment of arbitrator
13	Completion of appellate proceedings	Within 3 months from the date of the final appointment of arbitrator
	Against Companies	(Not Applicable for Commodities Markets)
1	Complaints handling	
1.1	Complaint received in SCORES by the listed company	T day
1.2	Response to be obtained from listed company	T + 30
1.3	If no response received, alert to listed company in the form of reminder for non-redressal of complaint	T + 31
1.4	Response to be obtained from listed company	T + 60

5. Rights and Obligations of investors:

- a) For rights please refer to the link <https://www.msei.in/Investors/Introduction>
- b) For obligations please refer to the link <https://www.msei.in/Investors/Introduction>

6. Guidance pertaining to special circumstances related to market activities: Default of Brokers

- (1) When a Broker defaults, the Exchange carries out the following steps for benefit of investor:
 - Dissemination on Exchange website informing with regards to the default of the Broker

- Issue of Public Notice informing declaration of default by a Broker and inviting claims within specified period
- Intimation to clients of defaulter stock brokers via Emails and SMS for facilitating lodging of claims within specified period

(2) Following information made available on Exchange Website for information of Investors https://www.msei.in/Investors//Defaulter_Claims

- Norms for eligibility of claims for compensation from IPF.
- FAQ on processing of investors' claims against Defaulter Broker
- Form for lodging claim against defaulter Broker
- Standard Operating Procedure (SOP) for handling of Claims of Investors in the Cases of Default by Brokers
- Provision to check online status of claims on Exchange Website

(3) Standard Operating Procedure (SOP) for handling of claims of the Investors in the Cases of Default by Stock Brokers.

Sr. no.	Action	Timeline
1	Disablement of Stock broker	T day
2	Pre-filled form to be sent to clients providing information regarding balances with the stock broker	T+ 30 days
3	Claim lodgment Client to fill the claim form and provide the supporting documents	Within 30 days of receipt of pre-filled form However, client can lodge claim till the end of 3 years from the date of public notice provided.
4	Processing of claim and auditing of claim	Within 60 days of receipt of the claim form from the clients
5	Declaration of Stock broker as defaulter	Within 90 days from date of disablement(on account of triggering of SOP) (T+ 90 days)
6	Public notice regarding the defaulter	Within 3 working days from the date of declaration of defaulter
7	Approval of the claim (by IPF trust on the basis of recommendation of MCSGFC and intimation to the clients regarding admissibility of the claim and disbursal of the eligibility amount	Within 15 days of declaration of default

7. Dos and Don'ts - Advisory for Investors

- Do's of Investing:** Please refer to the link <https://www.msei.in/Investors/Introduction>
- Do's for Grievance Redressal:** Please refer to the link <https://www.msei.in/Investors/Introduction>
- Don'ts of Investing:** Please refer to the link <https://www.msei.in/Investors/Introduction>