

# Value Added Services – Enhancing Convenience

presented by

## Central Depository Services (India) Limited

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smart

SMS Alerts Related  
to Transactions

e-Voting

easi

Electronic Access to  
Securities Information

easiest

Electronic Access To Securities  
Information and Execution of  
Secured Transaction



E-Locker



e-KYC

MyEasi

Mobile App Available for  
download from Google  
Play, Windows, iOS

m-Voting

# Value Added Services – Enhancing Convenience

- e-Voting
- Protection of investor's rights
- Dissemination of information on website
- Additional services to account holders

# Value Added Services – Enhancing Convenience

## e-Voting:

- First in India to launch the e-Voting facility for shareholders
- Enables shareholders (Demat as well as Physical) to cast their ballot anytime-anywhere for company resolutions on [www.evotingindia.com](http://www.evotingindia.com)
- Automated system which records votes and gives results instantaneously
- Helps shareholders to participate in the decision making process from anywhere/ anytime during the period
- Single Sign On Facility
- e-Voting at the AGM Venue

# Value Added Services – Enhancing Convenience

## m-Voting:

- e-Voting Mobile App for Shareholders to participate in the voting process
- Mobile App can be downloaded by Android, iOS and Windows mobile users

# Value Added Services – Enhancing Convenience

## Protection of Investor's rights

- Insurance
- Investor Education and Protection Fund (IEPF)
- Investor grievance Cell
- Investor Awareness Programs (IAPs)
- Inspection of Depository Participants (DPs) / Registrar and Transfer agent (RTAs)
- Data Privacy

# Protection of investors rights



## Insurance

- As per law, any loss caused to the Beneficial owner due to the negligence of the Depository or its participants, the Depository shall indemnify such Beneficial owner
- Depository and participants both are covered
- Risks covered:
  - Infidelity of employees
  - Forgery or alteration or modification
  - Errors and Omissions
  - Computer virus / bugs
  - Transaction through easiest

# Protection of investors rights



## Investor Education and Protection fund (IEPF)

- As per law, the shares in respect of which dividend has not been paid or claimed for a period of seven consecutive years or more, are required to be transferred by the Company to the IEPF Authority
- Through corporate action, such shares are transferred to IEPF authority account

# Protection of investors rights



## Investor Grievance Cell

- Dedicated and separate email id for submitting grievances
- Redressal within 30 days
- Reporting to Regulator



# Protection of investors rights



## Investor Awareness Programs (IAPs)

- Investor awareness Programs are conducted Pan India
- Open and free for all

# Protection of investors rights



## Inspection of Depository Participants (DPs)/Registrar and Transfer agent (RTAs)

- Annual inspection of all DPs/ RTAs
- Internal/ Concurrent audit of DPs/ RTAs
- Monitoring of AVPS (Aggregate Value of Portfolio Securities)
- Dormant account monitoring

# Protection of investors rights



## Data Protection

- Availability of system – almost 24x7
- Disaster Recovery Site in place
- Data Security –Maintaining Confidentiality

# Value Added Services – Enhancing Convenience

## Dissemination of information on Website

- Comparison of DP Tariff
- Regulatory orders against DP
- Companies with pending demat request

# Value Added Services – Enhancing Convenience

## Additional services to account holders

- Easi/ Easiest
- CAS –consolidated account statement
- Smart –SMS alert facility
- Shifting of accounts
- Assignment/ CDSL managed DPs

# Additional Services to account holders



## easi/ easiest - Web Based application of CDSL

- easi– electronic access to securities information
  - Anytime/anywhere access
  - Information updated on real time basis
  - Portfolio valuation with print/download facility
  - Grouping/mapping of accounts
  - Corporate announcements
- easiest - electronic access to securities information and execution of secure transactions
  - Execution of instructions through web

# Additional Services to account holders



## CAS– Consolidated Account Statement

- Single consolidated view of all the investments of an investor in Mutual Funds (MF) and securities held in demat form with the Depositories.
- Monthly CAS if there is transaction during the month
- Half-yearly holding statement in case no transaction
- Depository/ AMC sends CAS to eligible investors

# Additional Services to account holders



## Smart – SMS alert facility

- For Debits
- For Corporate action credits
- Pledge / Unpledged confirmation
- Change of address & other demographic details



# Additional Services to account holders



## Shifting of account

- Close and transfer of account to another DP
- All securities will be transferred in one go
- Free of cost

# Additional Services to account holders

## Assignment / CDSL managed DPs

- On closure of DP, thirty days notice sent to BOs
- Account either assigned to some other DP or managed by CDSL
- All securities are transferred in one go
- Free of cost

# Thank You

