

Investor Charter – Stockbrokers: S A ARTHA SECURITIES PRIVATE LIMITED

VISION:

To follow the highest standards of ethics and compliances while facilitating the trading by clients in securities in a fair and transparent manner, so as to contribute to the creation of wealth for investors.

MISSION:

- To provide high-quality and dependable service through innovation, capacity enhancement, and use of technology.
- To establish and maintain a relationship of trust and ethics with the investors.
- To observe the highest standard of compliance and transparency.
- To always keep ‘protection of investors’ interest’ as a goal while providing service.

Services provided to Investors

- Execution of trades on behalf of investors.
- Issuance of Contract Notes.
- Issuance of intimations regarding margin due payments.
- Facilitate execution of early pay-in obligation instructions.
- Settlement of client’s funds.
- Intimation of securities held in Client Unpaid Securities Account (CUSA) Account.
- Issuance of retention statement of funds.
- Risk management systems to mitigate operational and market risk.
- Facilitate client profile changes in the system as instructed by the client.
- Information sharing with the client w.r.t. exchange circulars.
- Redressal of Investor’s grievances.

Rights of Investors

- Ask for and receive information from a firm about the work history and background of the person handling your account, as well as information about the firm itself.
- Receive complete information about the risks, obligations, and costs of any investment before investing.
- Receive recommendations consistent with your financial needs and investment objectives.
- Receive a copy of all completed account forms and agreements.
- Receive account statements that are accurate and understandable.
- Understand the terms and conditions of transactions you undertake.
- Access your funds in a timely manner and receive information about any restrictions or limitations on access.
- Receive complete information about maintenance or service charges, transaction or redemption fees, and penalties.
- Discuss your grievances with the compliance officer of the firm and receive prompt attention to and fair consideration of your concerns.

Various activities of Stockbrokers with timelines

S. No.	Activities	Expected Timelines
1.	KYC entered into the KRA System and CKYCR	10 days of account opening
2.	Client Onboarding	Immediate, but not later than one week
3.	Order execution	Immediate on receipt of order, but not later than the same day
4.	Allocation of Unique Client Code	Before trading

5.	Copy of duly completed Client Registration Documents to clients	7 days from the date of upload of the Unique Client Code to the Exchange by the trading member
6.	Issuance of contract notes	24 hours of execution of trades
7.	Collection of upfront margins from client	Before the initiation of trade
8.	Issuance of intimations regarding other margin-due payments	At the end of the T-day
9.	Settlement of client funds	30 days / 90 days for running account settlement (RAS) as per the preference of the client. If consent is not given for RAS – within 24 hours of pay-out
10.	'Statement of Accounts' for Funds, Securities and Commodities	Weekly basis (Within four trading days of the following week)
11.	Issuance of retention statement of funds/commodities	5 days from the date of settlement
12.	Issuance of Annual Global Statement	30 days from the end of the financial year
13.	Investor grievances redressal	30 days from the receipt of the complaint

DOs and DON'Ts for Investor

Do's	Don'ts
1. Read all documents and conditions being agreed upon before signing the account opening form.	1. Do not deal with unregistered stockbrokers.
2. Receive a copy of KYC, a copy of account opening documents, and a Unique Client Code.	2. Do not forget to strike off blanks in your account opening and KYC.
3. Read the product / operational framework/timelines related to various Trading Clearing and settlement processes.	3. Do not submit an incomplete account opening and KYC form.
4. Receive all information about brokerage, fees, and other charges levied.	4. Do not forget to inform any change in information linked to the trading account and obtain confirmation of updating in the system.
5. Register your mobile number and email ID in your trading, demat, and bank accounts to get regular alerts on your transactions.	5. Do not transfer funds for the purposes of trading to anyone other than a stockbroker. No payment should be made in the name of the employee of the stockbroker.
6. If executed, receive a copy of the Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. Before granting Power of Attorney, carefully examine the scope and implications of the powers being granted.	6. Do not ignore any emails / SMSs received with regards to trades done, from the Stock Exchange and raise a concern, if the discrepancy is observed.
7. If executed, receive a copy of the Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. Before granting Power of Attorney,	7. Do not opt for digital contracts, if not familiar with computers.

carefully examine the scope and implications of the powers being granted.	
8. Receive funds and securities/commodities on time within 24 hours from pay-out.	8. Do not share trading passwords.
9. Verify details of trades, contract notes, and statements of account and approach relevant authorities for any discrepancies. Verify trade details on the Exchange websites from the trade verification facility provided by the Exchanges.	9. Do not fall prey to fixed/guaranteed returns schemes
10. Receive statements of accounts periodically. If opted for running account settlement, the account has to be settled by the stockbroker as per the option given by the client (30 or 90 days).	10. Do not fall prey to fraudsters sending emails and SMSs luring you to trade in stocks / securities promising huge profits.
11. In case of any grievances, approach stockbroker or Stock Exchange or SEBI for getting the same resolved within prescribed timelines.	11. Do not follow herd mentality for investments. Seek expert and professional advice for your investments.

Grievance Redressal Mechanism

Level 1 –

Approach the Stockbroker at the designated Investor Grievance e-mail ID of the stockbroker. The Stockbroker will strive to redress the grievance immediately, but not later than 30 days after the receipt of the grievance.

Level 2 –

Approach the Stock Exchange using the grievance mechanism mentioned on the website of the respective exchange.

Complaints Resolution Process at Stock Exchange explained graphically:



Timelines for complaint resolution process at Stock Exchanges against stockbrokers

S. No.	Type of Activity	Timelines for activity
1.	Receipt of Complaint	Day of complaint (C Day).
2.	Additional information sought from the investor, if any, and provisionally forwarded to a stockbroker.	C + 7 Working days.
3.	Registration of the complaint and forward to the stockbroker.	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 the case where the GRC Member requires additional information, the GRC order shall be completed within.	T + 45 Working Days.
8.	Implementation of GRC Order.	On receipt of the GRC Order, if the order is in Favor of the investor, debit the funds of the stockbroker. Order for debit is issued immediately or as per the directions given in the GRC order.
9.	In case the stockbroker is aggrieved by the GRC order, will provide intention to avail of arbitration	Within 7 days from receipt of the order
10.	If intention from a stockbroker is received and the GRC order amount is up to Rs.20 lakhs	The investor is eligible for interim relief from the Investor Protection Fund (IPF). The interim relief will be 50% of the GRC order amount or Rs.2 lakhs whichever is less. The same shall be provided after obtaining an Undertaking from the investor.
11.	Stockbroker shall file for arbitration	Within 6 months from the date of the GRC recommendation
12.	In case the stockbroker does not file for arbitration within 6 months	The GRC order amount shall be released to the investor after adjusting the amount released as interim relief, if any.

Handling of Investor's claims/complaints in case of default of a Trading Member / Clearing Member (TM/CM)

Default of TM/CM

The following steps are carried out by the Stock Exchange for the benefit of investors, in case the stockbroker defaults:

- A circular is issued to inform about the declaration of the Stockbroker as a Defaulter.
- Information on the defaulter stockbroker is disseminated on the Stock Exchange website.
- Public Notice is issued informing the declaration of a stockbroker as a defaulter and inviting claims within a specified period.
- Intimation to clients of defaulter stockbrokers via emails and SMS for facilitating lodging of claims within the specified period.

The following information is available on the Stock Exchange website for information of investors:

- Norms for eligibility of claims for compensation from IPF.
- Claim form for lodging claim against defaulter stockbroker.
- FAQ on the processing of investors' claims against Defaulter stockbrokers.
- Provision to check the online status of the client's claim.

Level 3 –

The complaint not redressed at Stockbroker / Stock Exchange level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.gov.in/scores/Welcome.html>
