Annexure-6

GUIDANCE NOTE - DO's AND DON'Ts FOR TRADING ON THE EXCHANGE(S) FOR INVESTORS

BEFORE YOU BEGIN TO TRADE

1. Ensure that you deal with and through only SEBI registered inter
certificate number from the list available on the Stock exchanges ww
Ensure that you fill the KYC form completely and strike off the blank
3. Ensure that you have read all the mandatory documents viz. Righ
and Procedure document of the stock broker.
4. Ensure to read, understand and then sign the voluntary clauses, i
that the clauses as agreed between you and the stock broker canno
about all brokerage, commissions, fees and other charges levied by
provisions/ guidelines specified by SEBI/Stock exchanges.
6. Obtain a copy of all the documents executed by you from the stoc
7. In case you wish to execute Power of Attorney (POA) in favour of
and demat account, please refer to the guidelines issued by SE

TRANSACTIONS AND SETTLEMENTS

8. The stock broker may issue electronic contract notes (ECN) if spe
provide your email id to the stock broker for the same. Don't opt for
share your internet trading account's password with anyone.
10. Don't make any payment in cash to the stock broker.
11. Make the payments by account payee cheque in favour of the s
broker. Ensure that you have a documentary proof of your paym
date, scrip, quantity, towards which bank/ demat account such
demat account.
12. Note that facility of Trade Verification is available on stock exc
the contract note may be verified. Where trade details on th
contract note, immediately get in touch with the Investors Griev
13. In case you have given specific authorization for maintaining ru
(as the case may be), may not be made to you within one wor
Thus, the stock broker shall maintain running account for you s
a) Such authorization from you shall be dated, signed by you on
same at any time.
b) The actual settlement of funds and securities shall be done b
month, depending on your preference. While settling the ac
accounts' containing an extract from the client ledger fo
displaying all the receipts/deliveries of funds and securities
and securities and the details of the pledged shares, if any.
c) On the date of settlement, the stock broker may retain the re
and may also retain the funds expected to be required to
days, calculated in the manner specified by the exchang
broker may retain entire pay-in obligation of funds and se
next day's business, he may retain funds/securities/margi
day of such

settlement in the cash market.

d) You need to bring any dispute arising from the statement of account or settlement so made to the notice of the stock broker in writing preferably within 7 (seven) working days from the date of receipt of funds/securities or statement, as the case may be. In case of dispute, refer the matter in writing to the Investors Grievance Cell of the relevant Stock exchanges without delay.

14. In case you have not opted for maintaining running account and pay-out of funds/securities is not received on the next working day of the receipt of payout from the exchanges, please refer the matter to the stock broker. In case there is dispute, ensure that you lodge a complaint in writing immediately with the Investors Grievance Cell of the relevant Stock exchange.
15. Please register your mobile number and email id with the stock broker, to receive trade confirmation alerts/ details of the transactions through SMS or email, by the end of the trading day, from the stock exchanges.

IN CASE OF TERMINATION OF TRADING MEMBERSHIP

16. In case, a stock broker surrenders his membership, is expelled from membership or declared a defaulter; Stock exchanges gives a public notice inviting claims relating to only the "transactions executed on the trading system" of Stock exchange, from the investors. Ensure that you lodge a claim with the relevant Stock exchanges within the stipulated period and with the supporting documents.
17. Familiarize yourself with the protection accorded to the money and/or securities you may deposit with your stock broker, particularly in the event of a default or the stock broker's insolvency or bankruptcy and the extent to which you may recover such money and/or securities may be governed by the Bye-laws and Regulations of the relevant Stock exchange where the trade was executed and the scheme of the Investors' Protection Fund in force from time to time.

DISPUTES/ COMPLAINTS

18. Please note that the details of the arbitration proceedings, penal action against the brokers and investor complaints against the stock brokers are displayed on the website of the relevant Stock exchange.
19. In case your issue/problem/grievance is not being sorted out by concerned stock broker/sub-broker then you may take up the matter with the concerned Stock exchange. If you are not satisfied with the resolution of your complaint then you can escalate the matter to SEBI.
20. Note that all the stock broker/sub-brokers have been mandated by SEBI to designate an e-mail ID of the grievance redressal division/compliance officer exclusively for the purpose of registering complaints.