

NATIONAL SECURITIES DEPOSITORY LIMITED

**E-Guide on how to lodge a**  
**Query/Complaint/GRC/**  
**Arbitration through NSDL**  
**Website.**

Version: - NSDL/11012023/02

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# 1. PURPOSE

NSDL facilitates online submission of queries / complaints / GRC /Arbitration and tracking of status of it with audit trail. With this investor need not to write email or send physical letter to NSDL, instead sitting at home or office, can submit their queries / complaints / GRC /Arbitration online at NSDL homepage/website.

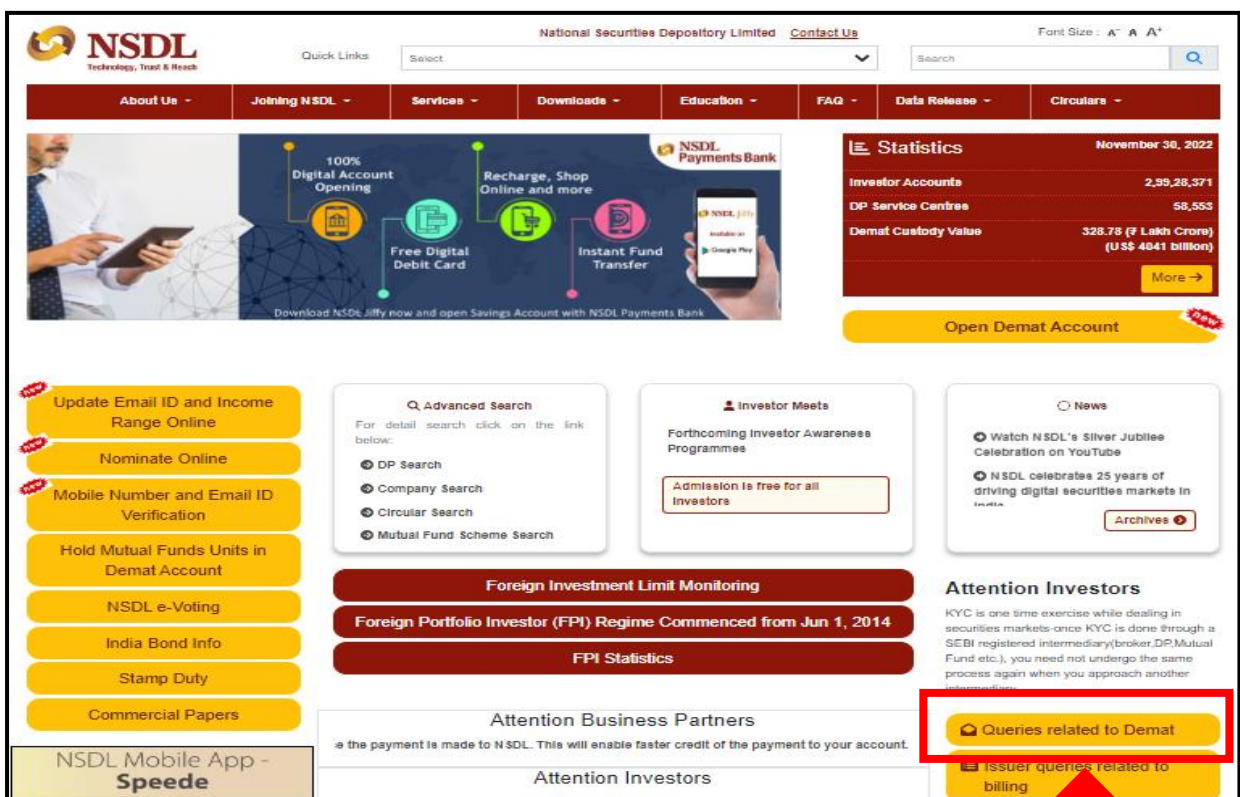
## 2. LET'S BEGIN WITH LOGIN PAGE

An Investor can lodge a query/complaint by visiting on NSDL website and registering themselves with NSDL.

Kindly visit our website NSDL website and follow below steps to lodge a query/complaint.

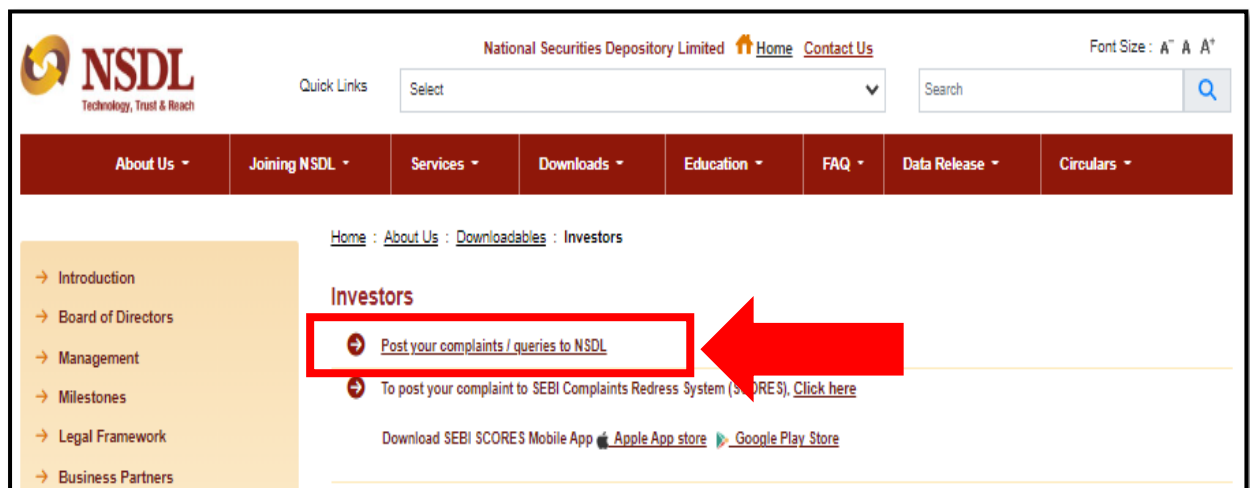
**Website Link:** - [NSDL](https://www.nsdl.co.in)

**Step 1:** - Go to NSDL website and click on “Queries related to Demat” available on homepage.

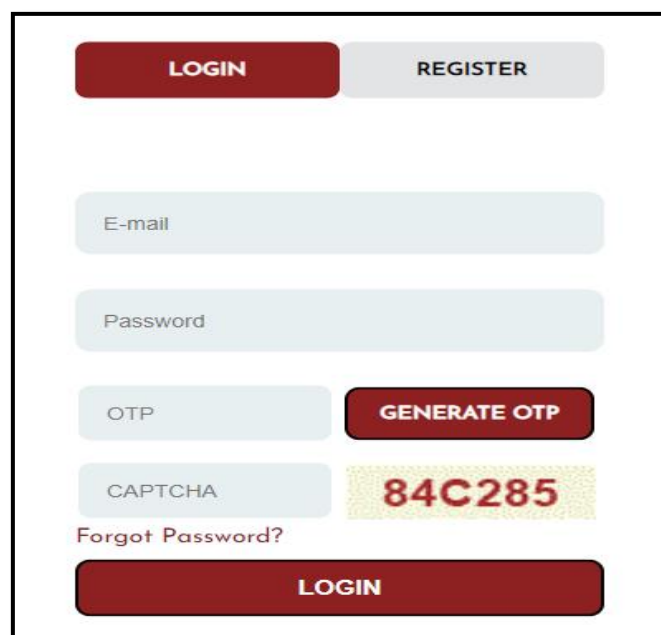


**Step 2:-** Click on “Post your complaints / queries to NSDL”.

**Link :-** [NSDL](https://www.nsdl.co.in)



**Step 3:-** Investor will get login display. (Please refer below screen shot)



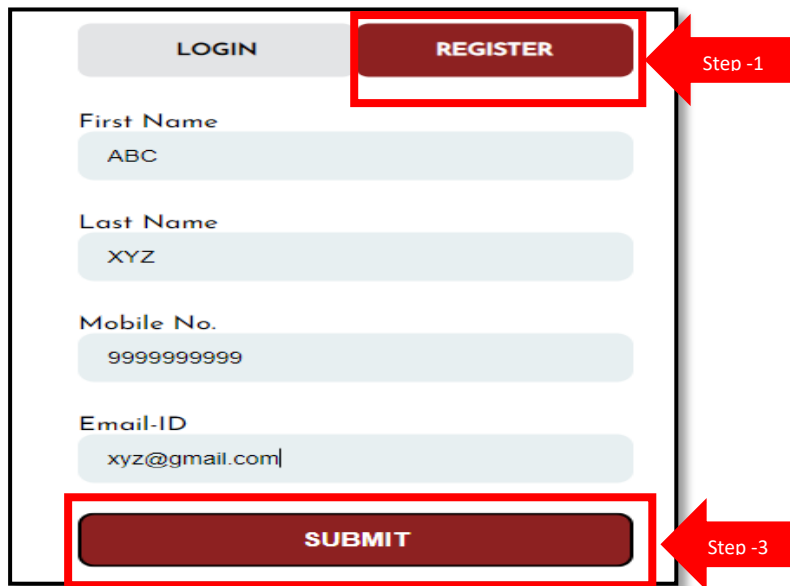
### ❖ 2.1 Investor Registration Process

If Investors are not registered then kindly follow below steps to login:-

**Step 1:-** Kindly click on “Register” option.

**Step 2:-** Enter your First Name, Last Name, Registered Mobile no. and Registered Email ID.

**Step 3:-** Click on Submit.



The image shows a registration form with two buttons at the top: 'LOGIN' and 'REGISTER'. The 'REGISTER' button is highlighted with a red box and a red arrow pointing to it from the right, labeled 'Step -1'. Below the buttons are four input fields: 'First Name' (containing 'ABC'), 'Last Name' (containing 'XYZ'), 'Mobile No.' (containing '9999999999'), and 'Email-ID' (containing 'xyz@gmail.com'). At the bottom of the form is a 'SUBMIT' button, which is also highlighted with a red box and a red arrow pointing to it from the right, labeled 'Step -3'.

**Note:** - You will receive login credentials on your registered email ID and then you can click on “Login” option. Enter the required details and you will be logged in.

## ❖ 2.2 Investor Login Page

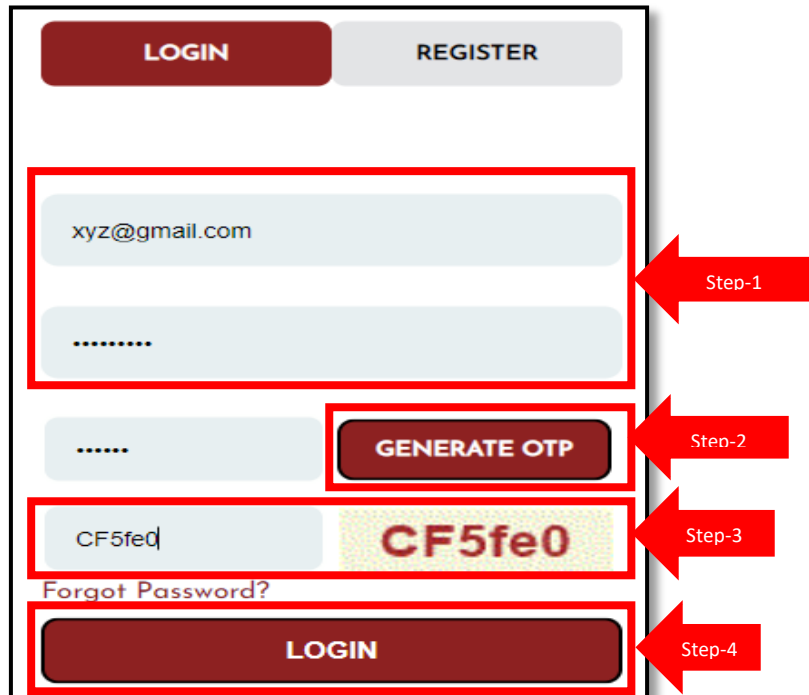
If Investors are already registered then kindly follow below steps to login:-

**Step 1:-** Kindly enter your registered email ID and password.

**Step 2:-** Click in “Generate OTP” (OTP will be sent to your registered mobile no. & email ID).

**Step 3:-** Enter the CAPTCHA.

**Step 4:-** Click on login.



The screenshot shows the NSDL login/registration interface. At the top, there are two buttons: "LOGIN" (dark red) and "REGISTER" (light grey). Below these are two input fields: the first contains "xyz@gmail.com" and the second contains ".....". A red box labeled "Step-1" points to these two input fields. Below the input fields is a "GENERATE OTP" button (dark red) and a "Forgot Password?" link. A red box labeled "Step-2" points to the "GENERATE OTP" button. Below the button is a CAPTCHA area with the text "CF5fed" and a large, bold, yellow "CF5fe0". A red box labeled "Step-3" points to the CAPTCHA area. At the bottom, there is a "LOGIN" button (dark red). A red box labeled "Step-4" points to this button.

❖ **2.3 Forgot User ID**

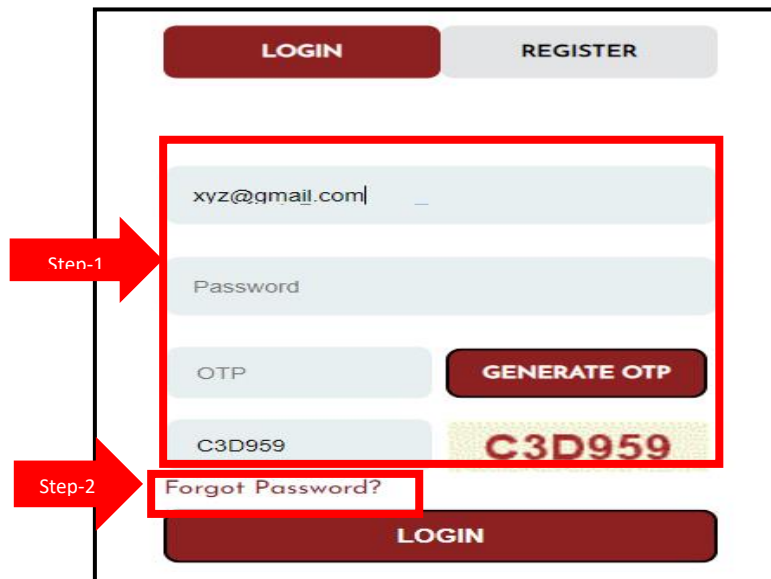
Your User ID will always be your registered email ID.

❖ **2.4 Forgot Password**

In case, you have forgot your password then kindly follow below steps:-

**Step 1:-** Enter your registered email ID and CAPTCHA details.

**Step 2:-** Click on “Forgot Password”.



LOGIN REGISTER

xyz@gmail.com | \_

Password

OTP

GENERATE OTP

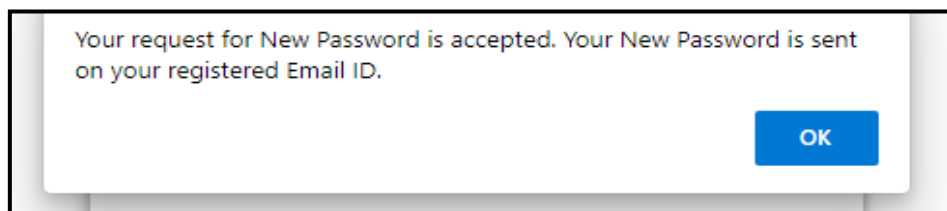
C3D959

C3D959

Forgot Password?

LOGIN

**Step 3:-** You will receive new password on your registered email id.



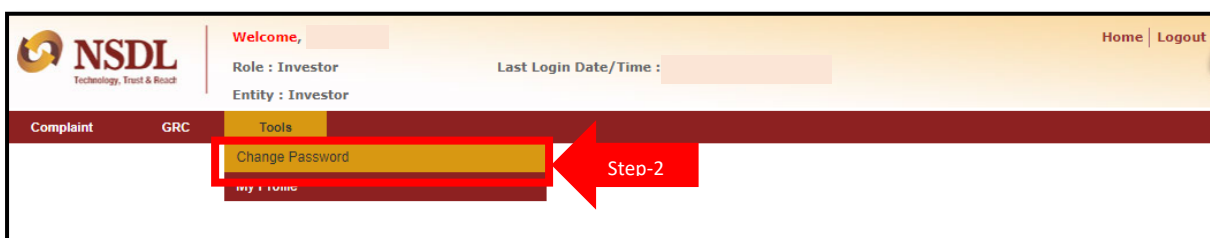
**Step 4:-** You can login with new password received on your registered email id.

## ❖ 2.5 Change Password

In case, you want to change your existing password then kindly follow below steps:-

**Step 1:-** Click on “Tools”.

**Step 2:-** Click on “Change Password” option.



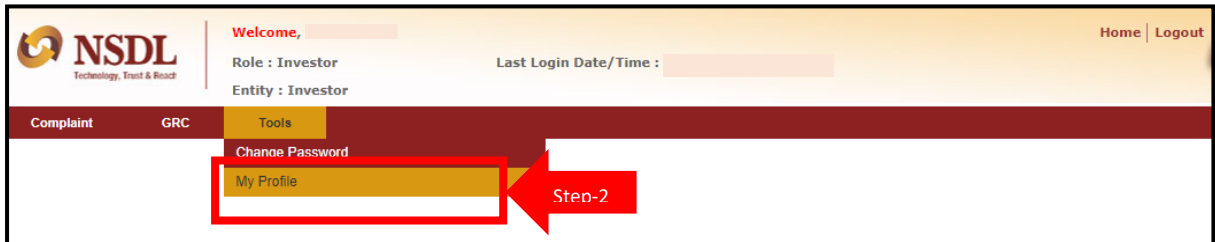


## ❖ 2.6 My Profile

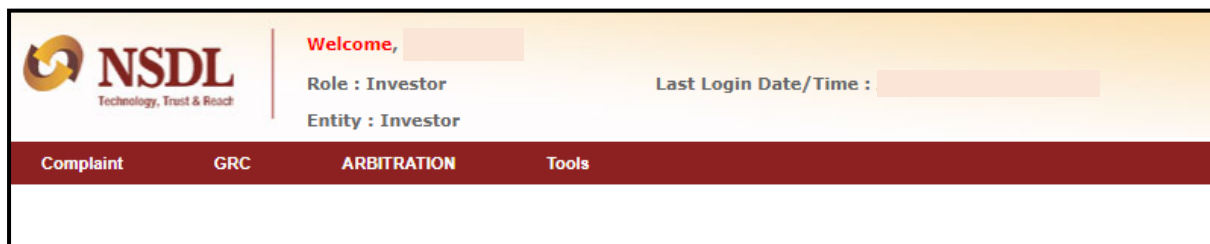
If you want to view your profile page, kindly follow below steps:-

**Step 1:-** Click on “Tools”.

**Step 2:-** Click on “My Profile” option.



### 3. DASHBOARD

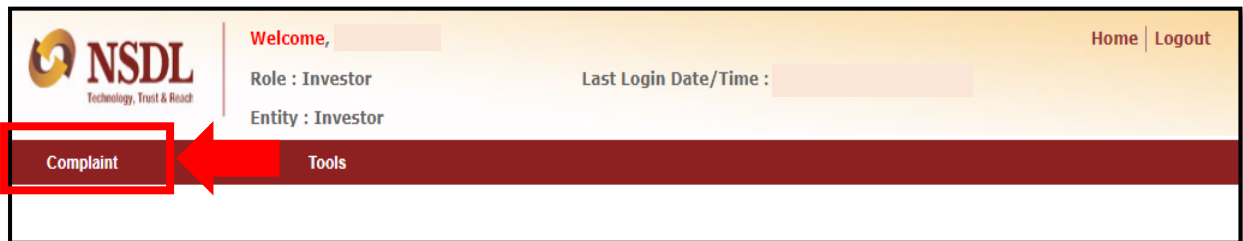


1. **Complaints Tab**- Investor can raise or view Query/Complaint made by them against any DP/RTA/Depository by clicking on complaint option.
2. **Grievance Redressal Committee (GRC) Tab** - If no proper or suitable response/reply from DP/Issuer or Depository within 30 days from the lodgement of complaint, then investor has rights to refer the case to the Grievance Redressal Committee (GRC) of NSDL by giving proper reasons and documents.
3. **Arbitration Tab** - The party against whom the Order is passed and feels that the complaint has not been resolved satisfactorily, then party may choose to avail the arbitration mechanism set out in Bye Laws and Business Rules of NSDL or Operating instructions in relation to any complaint / dispute relating to depository services.
4. **Tool Tab** – This tab allows the investor to change the password or wanted to view the profile.
5. **Home Tab** – Investor at any point can click on Home option to which will take him back to Dashboard page.
6. **Logout Tab** – Investor can logout from the login page at any point of time. By clicking on logout option investor needs to re-login to raise or view their complaint status.

## 4. PROCESS TO RAISE QUERY

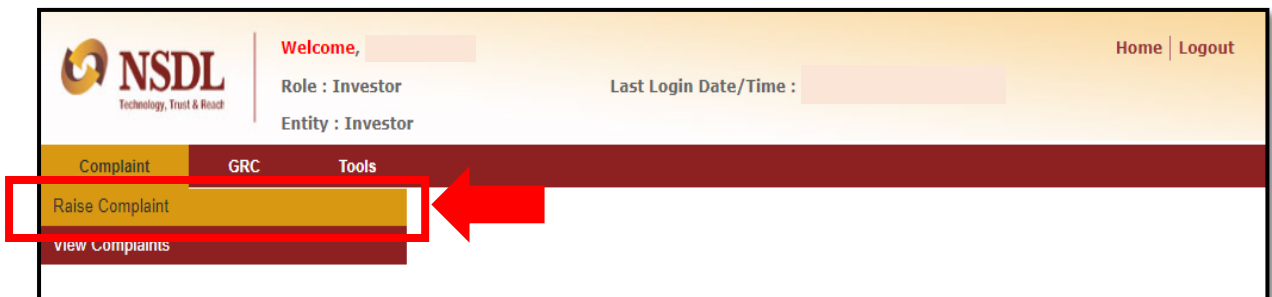
Please follow below steps to raise Query:-

**Step 1:-** Click on “Complaint” option.



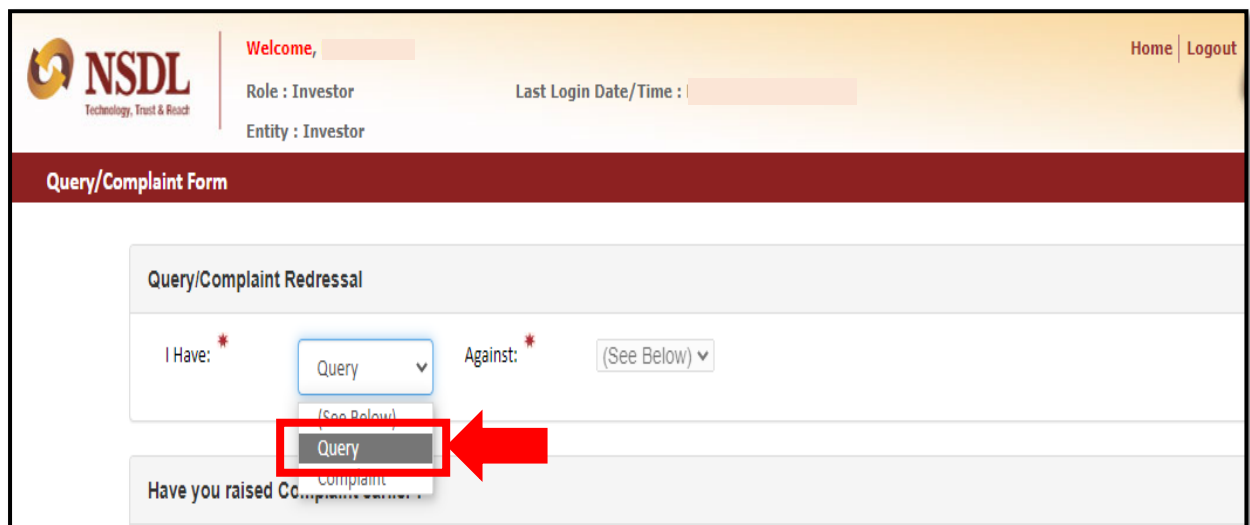
The screenshot shows the NSDL user dashboard. The navigation menu at the bottom has three items: 'Complaint', 'Tools', and 'GRC'. The 'Complaint' item is highlighted with a red box, and a red arrow points to it from the left.

**Step 2:-** Click on “Raise Complaint”.



The screenshot shows the NSDL user dashboard with the 'Complaint' menu item selected. A sub-menu is displayed below it with three options: 'Raise Complaint', 'view Complaints', and 'GRC'. The 'Raise Complaint' option is highlighted with a red box, and a red arrow points to it from the left.

**Step 3:-** Select “Query” in appended form reflecting after following above steps.



The screenshot shows the 'Query/Complaint Form' on the NSDL website. The form has a section titled 'Query/Complaint Redressal'. It contains two dropdown menus: 'I Have:' and 'Against:'. The 'I Have:' dropdown is open, showing three options: 'Query', '(See Below)', and 'Complaint'. The 'Query' option is highlighted with a red box, and a red arrow points to it from the left.

**Step 4:-** Enter all the required details.

**Query/Complaint Form**

**Query/Complaint Redressal**

I Have: \*  Against: \*

**Have you raised Complaint earlier :**

☐ Yes ☐ No

**Complaint Details**

DP ID  DP Name

Client ID \*  Account Holder Name \*  Complainant Name \*

Please fill “Complaint Details” column.

**Query/Complaint Form**

**Complaint Details**

DP ID  DP Name

Client ID \*  Account Holder Name \*  Complainant Name \*

Mobile No \*  Email-ID \*  Complaint Type \*

Complaint Sub Type \*

**Details Of Complaint/Queries/Comments \***

(Please give complete details of complaint/query so that we can effectively respond you)

Kindly attach the documents (PDF) if any and then click on submit.

**Query/Complaint Form**

Mobile No \*  Email-ID \*  Complaint Type \*

Complaint Sub Type \*

**Details Of Complaint/Queries/Comments \***

(Please give complete details of complaint/query so that we can effectively respond you)

Upload copy of client's unredressed query/complaint.  No file chosen

A reference no. will be generate and you will also receive an email confirmation on your registered email ID.

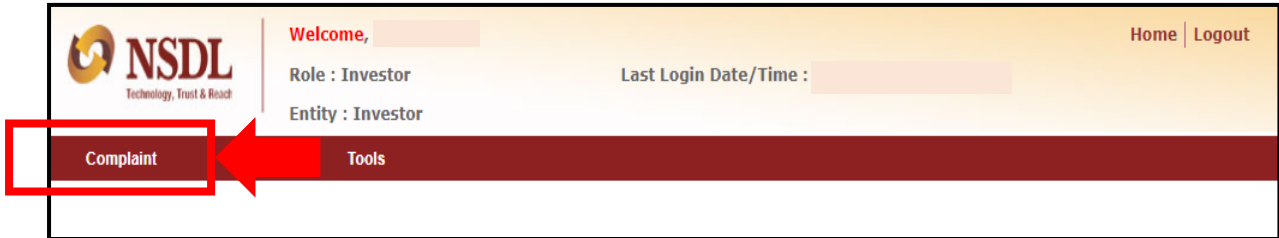
Your Query raised successfully with reference no. | xxxx

OK

## 5. PROCESS TO RAISE COMPLAINT

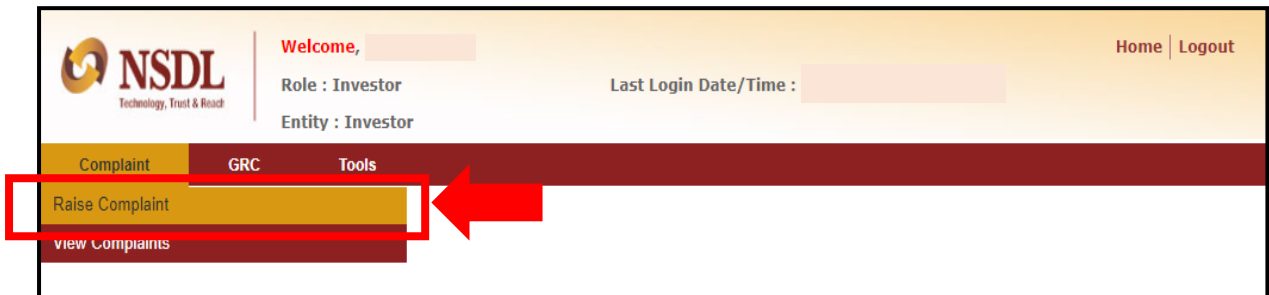
Please follow below steps to raise Complaint:-

**Step 1:-** Click on “Complaint” option.



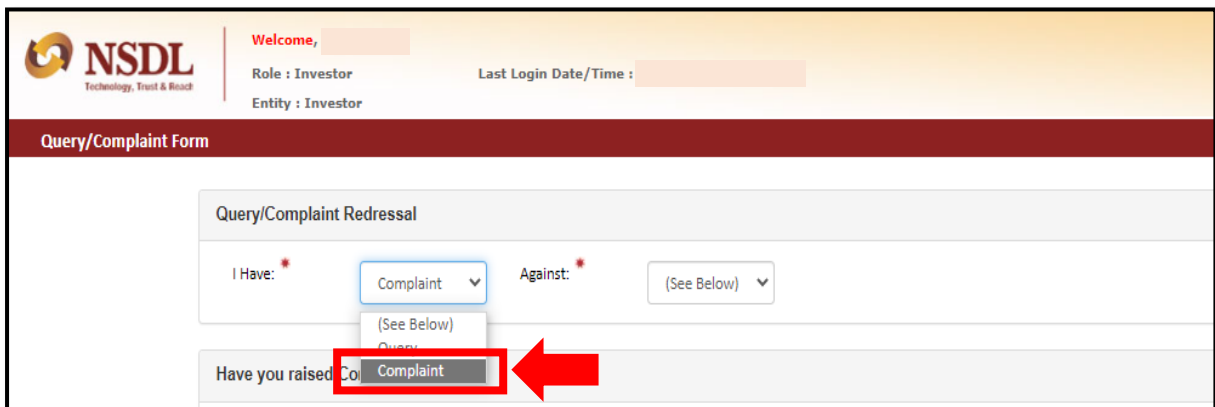
The screenshot shows the NSDL user dashboard. The navigation bar at the top contains 'Complaint' and 'Tools'. The 'Complaint' option is highlighted with a red box, and a red arrow points to it from the left.

**Step 2:-** Click on “Raise Complaint”.



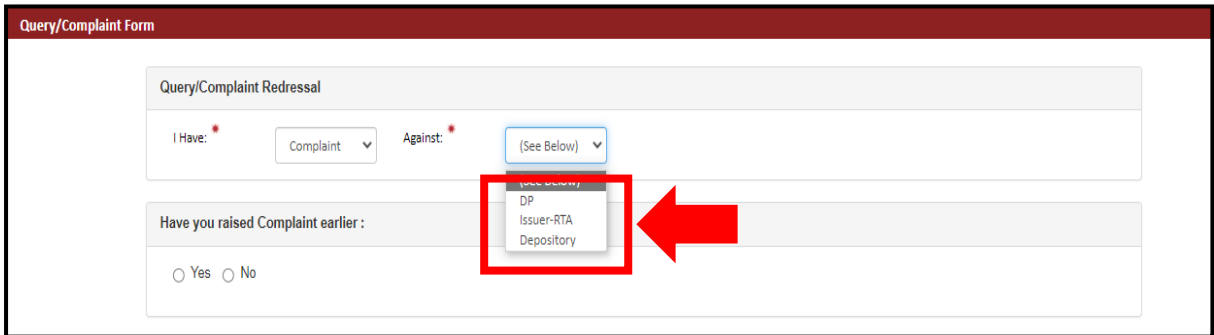
The screenshot shows the NSDL user dashboard. The 'Complaint' option in the navigation bar is highlighted with a red box. A red arrow points to the 'Raise Complaint' option in the dropdown menu.

**Step 3:-** Select “Complaint” in appended form reflecting after following above step.



The screenshot shows the NSDL Query/Complaint Form. The 'I Have' dropdown menu is open, and the 'Complaint' option is selected. A red arrow points to the 'Complaint' option in the dropdown menu.

**Step 3:-** Select complaint “Against”.



Query/Complaint Form

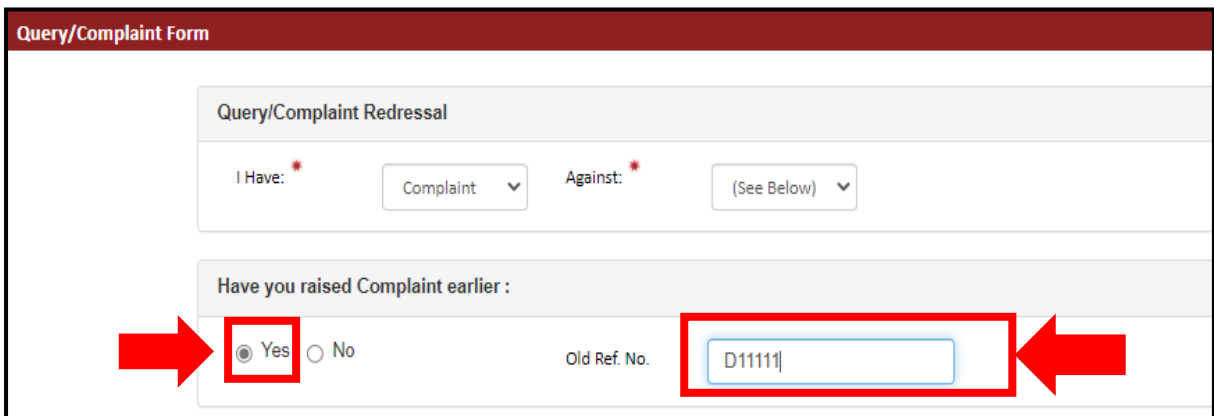
Query/Complaint Redressal

I Have: \* Complaint Against: \* (See Below)

Have you raised Complaint earlier :

☐ Yes ☐ No

**Step 4:-** If you have previous complaint no. raised then kindly select “Yes” and mention the old reference no. in the textbox.



Query/Complaint Form

Query/Complaint Redressal

I Have: \* Complaint Against: \* (See Below)

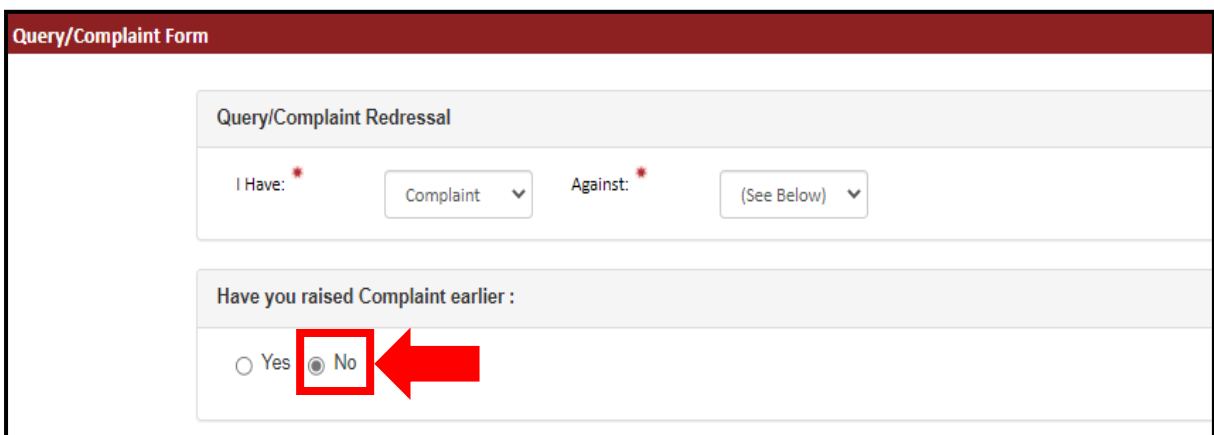
Have you raised Complaint earlier :

☒ Yes ☐ No

Old Ref. No. D11111

OR

If you have not raised any complaint previously then kindly select “No”.



Query/Complaint Form

Query/Complaint Redressal

I Have: \* Complaint Against: \* (See Below)

Have you raised Complaint earlier :

☐ Yes ☒ No

**Step 5:-** Enter all the required details.

Query/Complaint Form

Complaint Details

DP ID

DP Name

Client ID \*

Account Holder Name \*

Complainant Name \*

Mobile No \*

Email-ID \*

Complaint Type \*
(See Below)

Complaint Sub Type \*
(See Below)

Details Of Complaint/Queries/Comments \*

(Please give complete details of complaint/query so that we can effectively respond you)

Kindly attach the documents (PDF) if any and then click on submit.

Details Of Complaint/Queries/Comments \*

(Please give complete details of complaint/query so that we can effectively respond you)

Upload copy of client's unredressed query/complaint. \*

Choose File
No file chosen

Clear
Submit

**Note: - In case, you select "Yes" for previously complaint raised then attachment will be mandatory.**

A reference no. will be generated and you will also receive an email confirmation on your registered email ID.

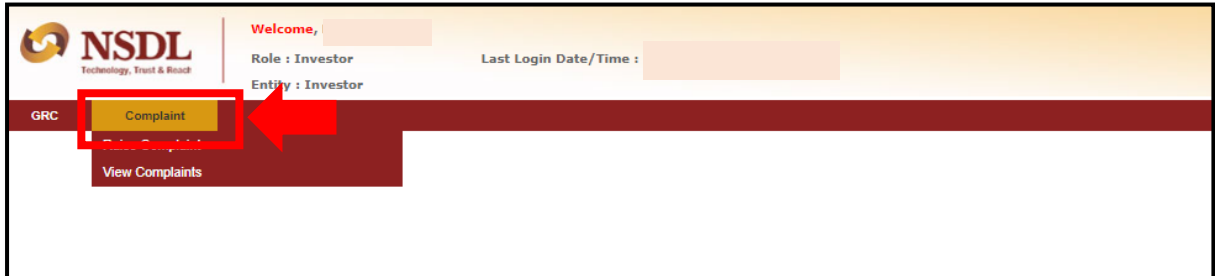
Your Complaint raised successfully with reference no. XXXX

OK

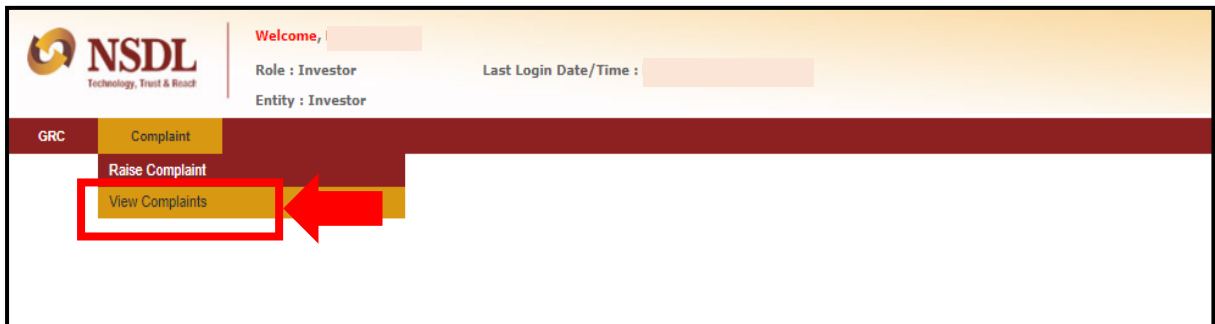


## 6. HOW TO CHECK THE STATUS

**Step 1:-** Go to Complaints



**Step 2:-** Click on “View complaint”



## **7. INTRODUCTION TO GRC**

### **Grievance Redressal Committee (GRC)**

If no amicable resolution of the complaint / grievance is arrived at, then the same shall be referred to the Grievance Redressal Committee (GRC) of NSDL after recording the reasons in writing.

There is no fee for referring the complaint / grievance to GRC.

It is preferable if the investor personally presents his / her case before the GRC. However, if for some reasons the investor cannot remain present, then other options can be adopted like teleconference / VC mode.

The Complainant can also choose to be represented through authorized representative, provided the GRC member approves.

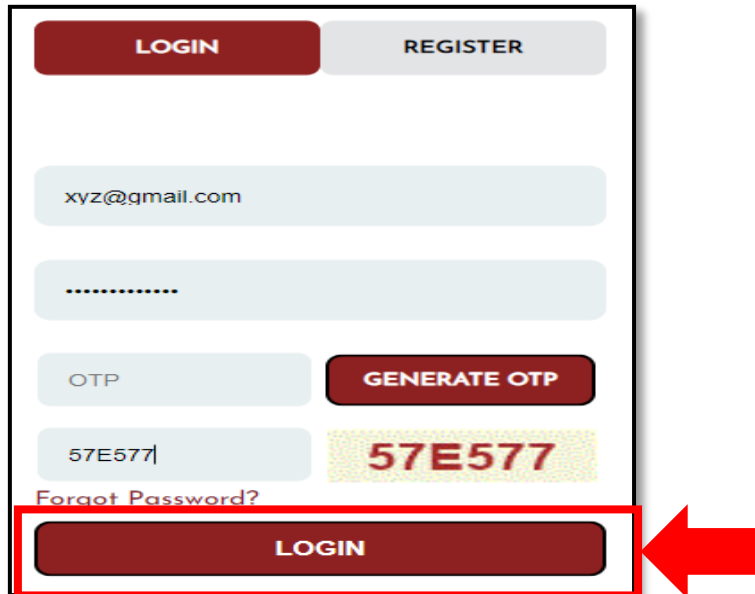
Upon receipt of the reference, GRC (consisting of independent external persons) will examine the documents, hear the parties evaluate the complaint / grievance and derive necessary information thereof.

GRC will endeavor to resolve the complaint / grievance of the investor in timely manner and pass an Order accordingly.

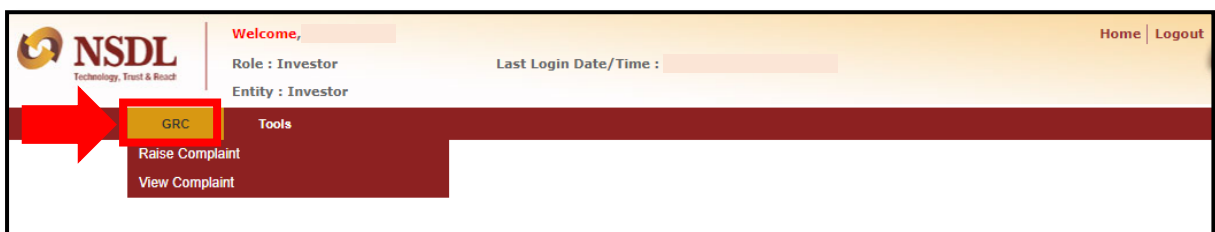
## 8. PROCESS TO RAISE GRC

Please follow below steps to raise GRC through NSDL website.

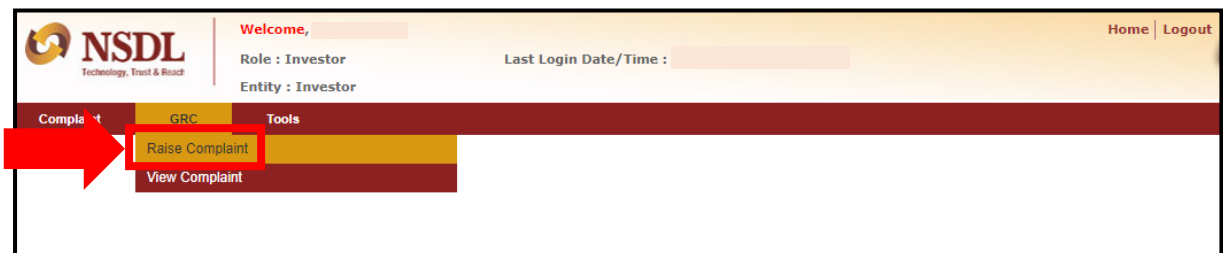
**Step 1:-** Login into Investor Grievance portal.



**Step 2:-** Click on “GRC”.



**Step 3:-** Click on “Raise GRC” option.



**Step 4:** - Kindly read and click on “Yes” to lodge GRC.

Grievance/Complaints

Complaint Redressal

**GUIDELINE NOTE FOR INVESTORS CLEARLY STATING THE PROCESS AND KINDS OF MATTERS THAT CAN BE TAKEN UP FOR BY GRC AND ARBITRATION NSDLs**

Investor Grievance Cell facilitates the investors with the Process of Investor grievance redressal.  
 Investor(s) can lodge their complaint(s) /grievance(s) against the Depository Participant / Depository in the manner listed below:  
 • SCORES (a web based centralized grievance redressal system of SEBI) <https://www.scores.gov.in/scores/Welcome.html>  
 • Email ID of NSDL: [relations@nsdl.co.in](mailto:relations@nsdl.co.in)  
 Complaints / grievances lodged directly with NSDL shall be resolved within 30 days.

**Grievance Redressal Committee (GRC)**

If no amicable resolution of the complaint / grievance is arrived at, then the same shall be referred to the Grievance Redressal Committee (GRC) of NSDL after recording the reasons in writing.  
 There is no fee for referring the complaint / grievance to GRC.  
 It is preferable if the investor personally presents his / her case before the GRC. However, if for some reasons the investor cannot remain present, then other options can be adopted like teleconference / VC mode.  
 The Complainant can also choose to be represented through authorized representative, provided the GRC member approves.  
 Upon receipt of the reference, GRC (consisting of independent external persons) will examine the documents, hear the parties evaluate the complaint / grievance and derive necessary information thereof.  
 GRC will endeavor to resolve the complaint / grievance of the investor in timely manner and pass an Order accordingly.

Do you want to lodge GRC Complaint? (Y/N): \* ☒ **Yes** ☐ No

OR

If you select “No” then below pop-up message will arise.

You may lodge your query/complaint using TAB of Investor Grievance.

OK

**Step 5:-** After clicking on “Yes” option appended form will start reflecting.

Grievance/Complaints

Complaint Redressal

Previous Ref no. of complaint \*

Complaint date raised to NSDL \*

Complainant Details

Applicant/Complainant *	Investor / DP Name *	Gender *
(See Below) v	<input type="text"/>	<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other
Mobile No. *	E-mail ID *	PAN *
<input type="text"/>	<input type="text"/>	<input type="text"/>
IFSC Code *	Bank Name *	Branch name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Account Type *	Bank Account No. *	Name of the A/c Holder *
(See Below) v	<input type="text"/>	<input type="text"/>
Client ID *	DP ID. *	DP name
<input type="text"/>	(See Below)	<input type="text"/>

**Step 6:-** Enter “Previous Ref no. of complaint” to disable the form.

- “Complaint date raised to NSDL” will be auto-populated after entering previous Ref no. of complaint. (Please note that previous Ref no. should be more than 30 working days)

Complaint Redressal			
Previous Ref no. of complaint *	<input type="text" value="D1755"/>	Complaint date raised to NSDL *	<input type="text" value="01-06-2022"/>
Complainant Details			
Applicant/Complainant *	<input type="text" value="(See Below)"/>	Investor / DP Name *	<input type="text"/>
Mobile No. *	<input type="text"/>	Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other
IFSC Code *	<input type="text"/>	E-mail ID *	<input type="text"/>
Account Type *	<input type="text" value="(See Below)"/>	PAN *	<input type="text"/>
Client ID *	<input type="text"/>	Bank Name *	<input type="text"/>
		Branch name *	<input type="text"/>
		Bank Account No. *	<input type="text"/>
		Name of the A/c Holder *	<input type="text"/>
		DP ID. *	<input type="text" value="(See Below)"/>
		DP name	<input type="text"/>

**Step 7:-** Please fill all the fields under Complainant Details.



Complainant Details			
Applicant/Complainant *	<input type="text" value="(See Below)"/>	Investor / DP Name *	<input type="text"/>
Mobile No. *	<input type="text"/>	Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other
IFSC Code *	<input type="text"/>	E-mail ID *	<input type="text"/>
Account Type *	<input type="text" value="(See Below)"/>	PAN *	<input type="text"/>
Client ID *	<input type="text"/>	Bank Name *	<input type="text"/>
		Branch name *	<input type="text"/>
		Bank Account No. *	<input type="text"/>
		Name of the A/c Holder *	<input type="text"/>
		DP ID. *	<input type="text" value="(See Below)"/>
		DP name	<input type="text"/>
Permanent Address *	<input type="text"/>	whether correspondence address is same as permanent address(Y/N)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Correspondence Address	<input type="text"/>		
Upload all Documents (Size 10 MB) *	<input type="button" value="Choose File"/> No file chosen <small>Note:Type of files to be uploaded- ' .pdf &amp; .zip '</small>	<input type="button" value="Upload"/>	<input type="button" value="Delete"/>

**Note: -**

- “Upload all documents” column will be mandatory while raising GRC.
- Please click on “Upload file” symbol after choosing the file/documents.
- Kindly attach all the relevant documents while raising GRC.

Upload all \*  
 Documents  
 (Size 10 MB)



Choose File No file chosen  
 Note: Type of files to be uploaded-  
 '.pdf & .zip'

Upload file

**Step 8:** - Please fill Respondent Details fields.

**Respondent Details**

Respondent Name *	(See Below) ▾	Nature and Circumstances of Complaint *		Dispute Date *	
GRC Order Status		Type of Complaint *	(See Below) ▾		
Total Amount Claimed by Applicant		SubType of Complaint *	(See Below) ▾		
No fees	0	Details of Relief claimed		Additional information	
Representation of case	<div></div> <p>(NOTE : As per NSDL Bye Law : 14.1.4. In the case of a claim, difference or dispute between the Participant and the Client, neither party shall appear in arbitration proceedings through an advocate, counsel or attorney or authorised representative unless otherwise mutually agreed upon by the parties)</p>				
Upload addition documents, if any, evidencing your case and claim (Size 10 MB)	Choose File No file chosen Note: Type of files to be uploaded- '.pdf & .zip'	 	Investor Satisfied with GRC Order (Y/N) *	(See Below) ▾	



**Step 9:** - After filling all the fields click on “Save” option.

Representation of case

(NOTE : As per NSDL Bye Law : 14.1.4. In the case of a claim, difference or dispute between the Participant and the Client, neither party shall appear in arbitration proceedings through an advocate, counsel or attorney or authorised representative unless otherwise mutually agreed upon by the parties)

Upload addition documents, if any, evidencing your case and claim (Size 10 MB)

Choose File No file chosen  
 Note: Type of files to be uploaded-  
 '.pdf & .zip'

Investor Satisfied with GRC Order (Y/N) \*

(See Below) ▾

Save Back

A reference no. will be generated and you will also receive an email confirmation on your registered email ID.

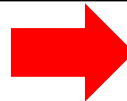
Your grievance/complaint has been successfully submitted with reference no. xxxx

OK

**Step 10:** - Once GRC form is “**Accepted by NSDL official**”, then you can submit your response for “Investor Satisfied with GRC Order” column as “Yes” or “No”.

Upload addition documents, if any, evidencing your case and claim (Size 10 MB)

Note: Type of files to be uploaded-  
' .pdf & .zip '



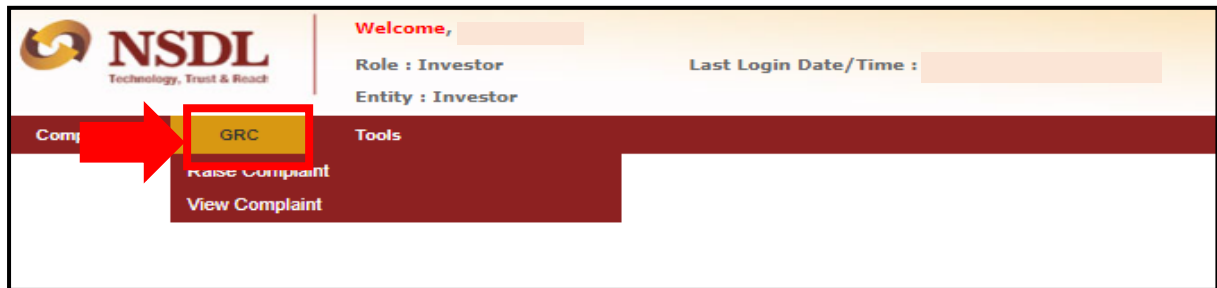
Investor Satisfied with GRC Order (Y/N)

(See Below) ▼  
(See Below)  
Yes  
No

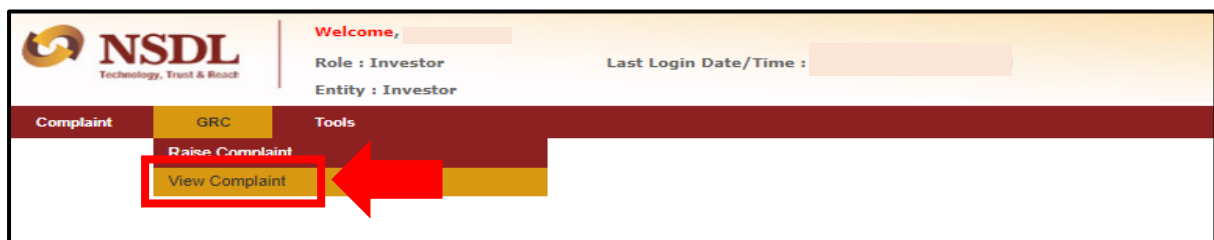
## 9. HOW TO CHECK THE STATUS OF GRC

Please follow below steps to view the status of GRC raised.

**Step 1:-** Click on GRC



**Step 2:-** Click on "View Complaint" under GRC tab.



**Step 3:-** Below screen will get displayed.

View Complaints					
View Complaints 17					
SR NO.	GRC No.	Complaint date raised to NSDL	Applicant	Submission Date	Status
36	<a href="#">G36</a>	03/10/2022	Investor	23/12/2022	Order Issued
35	<a href="#">G35</a>	02/10/2022	DP	23/12/2022	Rejected
34	<a href="#">G34</a>	02/10/2022	Investor	23/12/2022	Closed & Settled
31	<a href="#">G31</a>	03/10/2022	Investor	19/12/2022	Order Issued
30	<a href="#">G30</a>	02/11/2021	Investor	19/12/2022	On going
29	<a href="#">G29</a>	02/11/2021	Investor	19/12/2022	Rejected

Below are the bifurcation of "Status" column updated against GRC reference no.

SR No.	GRC complaint Stage	Status
1.	Successful submission by Investor	Under process
2.	GRC complaint with NSDL officer	Under Review
3.	GRC Complaint rejected by NSDL officer	Rejected
4.	GRC Accepted by NSDL	Accepted
5.	GRC Proceedings	On going
6.	GRC Order Issued	Order Issued



## **10. INTRODUCTION TO ARBITRATION**

Arbitration is a quasi-judicial process of settlement of civil nature disputes between the investor and Depository Participant / NSDL and is required to be filed within 3 years from the date of dispute (The Limitation Act, 1963).

The party against whom the Order is passed and feels that the complaint has not been resolved satisfactorily, then party may choose to avail the arbitration mechanism set out in Bye Laws and Business Rules of NSDL or Operating instructions in relation to any complaint / dispute relating to depository services.

Arbitration applications can be challenged and filed either by online or offline subject to payment of fees for filing Arbitration as per the structure set as per SEBI Circular dated February 23, 2017.

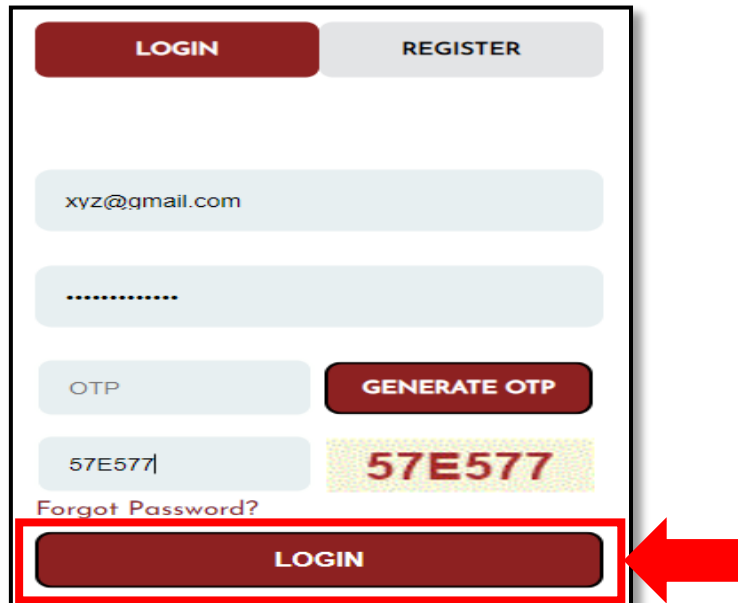
The Arbitration Award need to be concluded by way of issue of an Arbitral Award within 4 months from the date of appointment of the Arbitrator.

Further, if the party is not satisfied with the Arbitration Award, can file an appeal with the Appellate Tribunal established at NSDL.

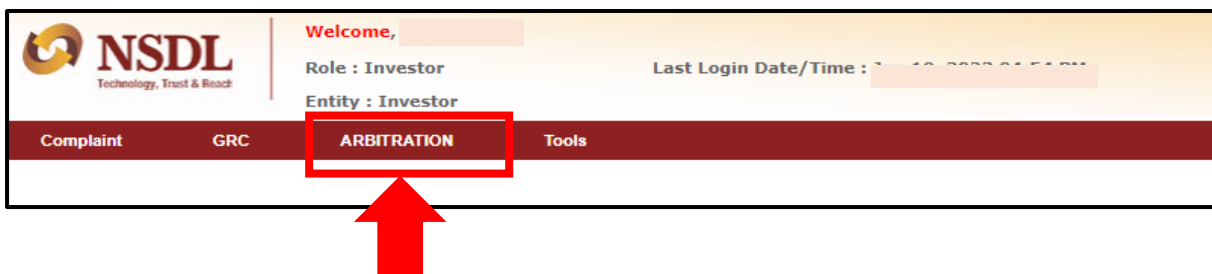
## 11. PROCESS TO RAISE ARBITRATION

Please follow below steps to raise Arbitration through NSDL website.

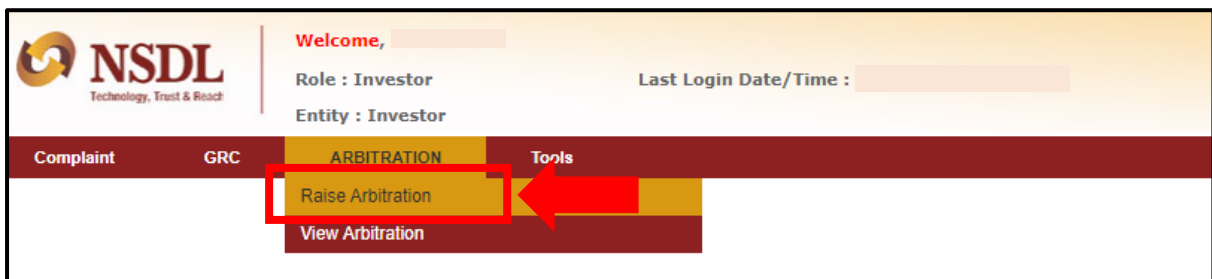
**Step 1:-** Login into Investor Grievance portal.



**Step 2:-** Click on “Arbitration”.



**Step 3:-** Click on “Raise Arbitration”.



**Step 4:** - Kindly read and click on “Yes” to lodge Arbitration.

Arbitration

Complaint Redressal

**GUIDELINE NOTE FOR INVESTORS CLEARLY STATING THE PROCESS AND KINDS OF MATTERS THAT CAN BE TAKEN UP FOR ARBITRATION**

Investor Grievance Cell facilitates the investors with the Process of Investor grievance redressal. Investor(s) can lodge their complaint(s) /grievance(s) against the Depository Participant / Depository in the manner listed below:

- NSDL Portal to raise complaint/grievance :[Login and Registration \(nsdl.com\)](#)
- Email ID of NSDL: [relations@nsdl.co.in](mailto:relations@nsdl.co.in)
- SCORES (a web based centralized grievance redressal system of SEBI) <https://www.scores.gov.in/scores/Welcome.html>

Complaints / grievances lodged directly with NSDL shall be resolved within 30 days.

**Grievance Redressal Committee (GRC)**

If no amicable resolution of the complaint / grievance is arrived at, then the same shall be referred to the Grievance Redressal Committee (GRC) of NSDL after recording the reasons in writing.

**ARBITRATION MECHANISM**

Arbitration is a quasi-judicial process of settlement of civil nature disputes between the investor and Depository Participant / NSDL and is required to be filed within 3 years from the date of dispute (The Limitation Act, 1963).

The party against whom a GRC Order is passed and feels that the complaint has not been resolved satisfactorily, then it may choose to avail the arbitration mechanism set out in Bye Laws and Business Rules of NSDL or Operating instructions in relation to any complaint / dispute relating to depository services.

Arbitration applications can be filed in hybrid mode i.e. online and offline subject to payment of fees for filing Arbitration as per the structure set up under SEBI Circular dated February 23, 2017.

The Arbitration proceeding shall be concluded by way of issue of an Arbitral Award in the manner specified under NSDL Business Rules.

Do you want to lodge Arbitration Complaint? \* ☒ Yes ☐ No  
(Y/N):

OR

If you select “No” then below pop-up message will arise.

You may lodge your query/complaint using TAB of Investor Grievance and for GRC use the TAB of GRC.

OK

**Step 5:-** After clicking on “Yes” option appended form will start reflecting.

Arbitration

Arbitration Redressal Form

Arbitration With Respondent? \*

(See Below) ▼

Have you raised GRC with NSDL previously? \*

(See Below) ▼

Arbitration Details

Applicant/Complainant \*  
(See Below) ▼

Investor / DP Name \*

Gender \*  
☐ Male ☐ Female ☐ Other

Mobile No. \*

E-mail ID \*

PAN No. \*

IFSC Code \*

Bank Name \*

Branch name \*

Account Type \*  
(See Below) ▼

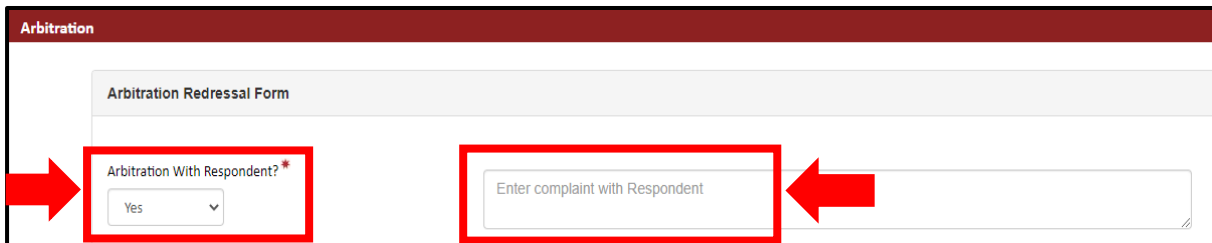
Bank Account No. \*

Name of the A/c Holder \*

**Step 6:-** Select “Arbitration with Respondent” to disable further columns.

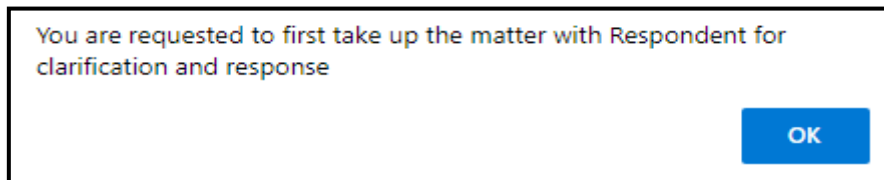


- If you select “Yes”, a textbox will be enabled. Kindly mention detailed information taken up with Respondent in “Enter complaint with Respondent” column.

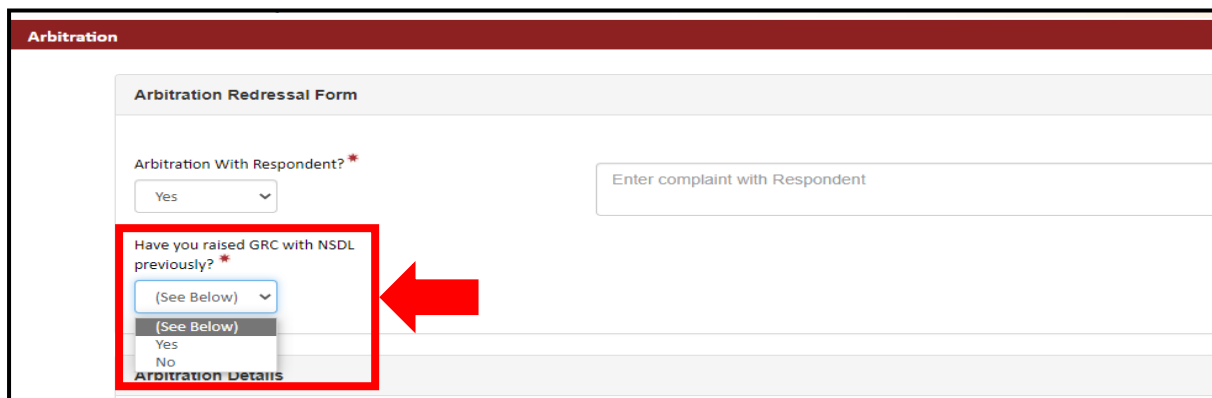


OR

If you select “No”, then below pop-up message will get displaced.



**Step 7:-** After selecting “Arbitration with Respondent” as “Yes” kindly select “Have you raised GRC with NSDL previously?” column to disable the form.



- If you select “Yes”, a textbox will be enabled. Kindly mention GRC no. in “Enter complaint with Respondent” column raised with NSDL.

**Arbitration**

**Arbitration Redressal Form**

Arbitration With Respondent? \*

Yes ▾

Have you raised GRC with NSDL previously? \*

Yes ▾

Enter complaint with Respondent

Enter your previous GRC no.

OR

- If you select “No”, a textbox will be enabled. Kindly mention detailed information taken up with Respondent in “Enter complaint with Respondent” column.

You are requested to first take up the matter with GRC for clarification and response

OK

**Step 8:-** Please fill all the fields under Arbitration Details.

**Arbitration**

Have you raised GRC with NSDL previously? \*

Yes ▾

G25

**Arbitration Details**

Applicant/Complainant *	Investor / DP Name *	Gender *
(See Below) ▾	<div style="border: 1px solid #ccc; height: 20px;"></div>	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other
Mobile No. *	E-mail ID *	PAN No. *
<div style="border: 1px solid #ccc; height: 20px;"></div>	<div style="border: 1px solid #ccc; height: 20px;"></div>	<div style="border: 1px solid #ccc; height: 20px;"></div>
IFSC Code *	Bank Name *	Branch name *
<div style="border: 1px solid #ccc; height: 20px;"></div>	<div style="border: 1px solid #ccc; height: 20px;"></div>	<div style="border: 1px solid #ccc; height: 20px;"></div>
Account Type *	Bank Account No. *	Name of the A/c Holder *
(See Below) ▾	<div style="border: 1px solid #ccc; height: 20px;"></div>	<div style="border: 1px solid #ccc; height: 20px;"></div>
Client ID *	DP ID *	DP name *
<div style="border: 1px solid #ccc; height: 20px;"></div>	(See Below) ▾	<div style="border: 1px solid #ccc; height: 20px;"></div>
Permanent Address *	whether correspondence address is same as permanent address(Y/N) <input type="checkbox"/> Yes <input type="checkbox"/> No	Correspondence Address *
<div style="border: 1px solid #ccc; height: 40px;"></div>		<div style="border: 1px solid #ccc; height: 40px;"></div>

**Step 9:-** Please fill all the fields under Respondent Details.

Arbitration
 

Respondent Details
 

Respondent Name \*

Dispute Date \* 
 Type of Complaint \*

Nature and Circumstances of Complaint \* 
 SubType of Complaint \*

Nearest Regional Office \* 
 Choice of Arbitrator/s - Region-wise \* 
 Case within 6 months from the incident \*

Details of Relief claimed \* 
 Total Amount Claimed by Applicant \* 
 Arbitration Cost \*

Representation of case \* 
 Additional information \*

(NOTE : As per NSDL Bye Law : 14.1.4. In the case of a claim, difference or dispute between the Participant and the Client, neither party shall appear in arbitration proceedings through an advocate, counsel or attorney or authorised representative unless otherwise mutually agreed upon by the parties)

Please fill all the fields under Respondent Details.



Arbitration
 

Applicant
 

Representation of case \* 
 Additional information \*

(NOTE : As per NSDL Bye Law : 14.1.4. In the case of a claim, difference or dispute between the Participant and the Client, neither party shall appear in arbitration proceedings through an advocate, counsel or attorney or authorised representative unless otherwise mutually agreed upon by the parties)

Comments \*



Upload all Documents \*  No file chosen  

Kindly upload .pdf file & for multiple file please upload .zip

Declaration \* ☐ I hereby declare that the details furnished above are true and correct to the best of my knowledge and I undertake to inform you of any changes therein, immediately.

**Note: -**

- **“Upload all documents” column will be mandatory while raising Arbitration.**
- **Please click on “Upload file” symbol after choosing the file/documents.**
- **Kindly attach all the relevant documents while raising Arbitration.**

Upload all Documents \*  No file chosen  

Kindly upload .pdf file & for multiple file please upload .zip

**Step 10:** - After filling all the details, Kindly tick on “Declaration.”



Declaration \* ☒ I hereby declare that the details furnished above are true and correct to the best of my knowledge and I undertake to inform you of any changes therein, immediately.

**Step 11:** - Click on “Save”.


Upload all \*  
Documents

Choose File

No file chosen  
Kindly upload .pdf file & for multiple  
file please upload .zip



Declaration \*  
☒ I hereby declare that the details furnished above are true and correct to the best of my knowledge and I undertake to inform you of any changes therein, immediately.



Save

Back

A reference no. will be generated and you will also receive an email confirmation on your registered email ID.

Your Arbitration has been successfully submitted with Reference No.:

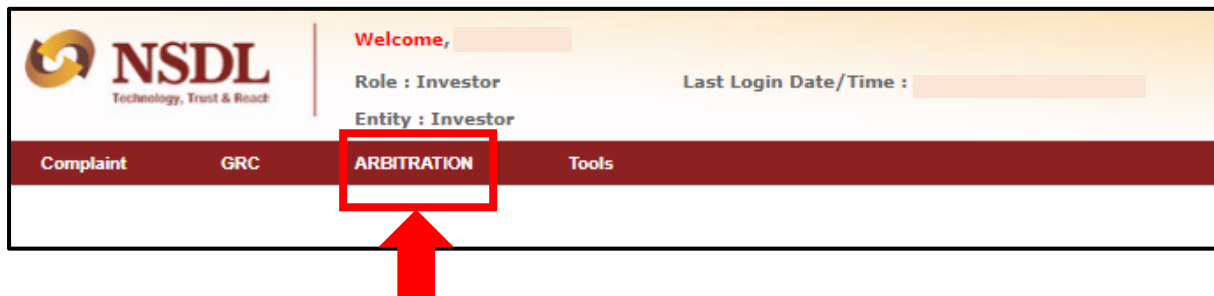
XXXX

OK

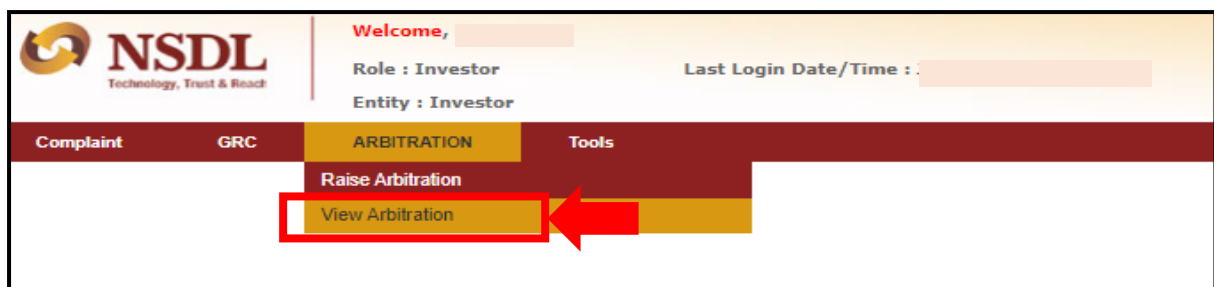
## 12. HOW TO CHECK THE STATUS OF ARBITRATION

Please follow below steps to view the status of Arbitration raised.

**Step 1:-** Click on Arbitration



**Step 2:-** Click on "View Arbitration"



**Step 3:-** Below screen will get displayed.

View Complaints					
View Complaints 7					
SR NO.	ARBITRATION No.	Complaint date raised to NSDL	Applicant	Submission Date	Status
15	<a href="#">A15</a>	29/10/2014	DP	10/01/2023	Rejected
14	<a href="#">A14</a>	20/10/2020	Investor	10/01/2023	Accepted
13	<a href="#">A13</a>	17/06/2014	Investor	10/01/2023	Accepted
8	<a href="#">A8</a>	06/09/2022	Investor	07/01/2023	Rejected
7	<a href="#">A7</a>	01/10/2022	Investor	07/01/2023	Accepted
3	<a href="#">A3</a>	14/06/2020	Investor	06/01/2023	Accepted
2	<a href="#">A2</a>	18/06/2019	Investor	06/01/2023	Rejected

Below are the bifurcation of "Status" column updated against Arbitration reference no.

ARBITRATION Complaint Stage	Status
Successful submission by Investor	Under Process
ARBITRATION complaint with NSDL officer	Under Review
ARBITRATION Complaint rejected by NSDL officer	Rejected
ARBITRATION Accepted by NSDL	Accepted



**THANK YOU**