

Citizen Charter of Stock Holding Corporation of India Limited
[CIN no.U67190MH1986GOI040506]

1. What we are

Stock Holding Corporation of India Limited (StockHolding) is a SEBI registered entity promoted by public financial institutions and incorporated as a public limited company on July 28, 1986. StockHolding has its registered office at Mumbai, a world class main operations office at Navi Mumbai and services retail clients through its over 200 retail branches all over India. StockHolding has been profit making and dividend paying company right from its inception and is a zero debt company.

StockHolding became a subsidiary of IFCI Limited on April 7, 2015, which is a Government Company. Being a subsidiary of a Government Company, StockHolding and its subsidiaries are also Government Companies

2. Mission Statement

To be a world class technology driven and client focused market leader in financial and technical services.

3. We fulfil the Mission :

- By providing a customized product mix offering through various online platforms to satisfy & maximize the customer needs for building, enduring and sustaining relationship.
- To act fairly and reasonably in all our dealings with customers.
- Dealings with customers rest on ethical principles of integrity and transparency by providing clear information about products and services.
- Ensuring and maintaining privacy and confidentiality of the Customer's data.

Details of StockHolding's offerings are available on our website www.stockholding.com.

4. Application of the Charter

Disclaimer: This is not a legal document and does not give rise to any rights and/or obligations. The purpose of this Charter is to promote fair practices with respect to the products and services offered/provided by StockHolding and /or its subsidiaries and associates.

5. Business activities of StockHolding

StockHolding, one of the largest Depository Participants, besides being the country's largest premier Custodian in terms of assets under custody, provides post trading and custodial services to institutional investors, mutual funds, banks, insurance companies, etc. StockHolding is now registered with its subsidiary viz., StockHolding Services Limited [formerly SHCIL Services Limited] as an Authorised Person to offer stock broking services to its retail & corporate clients.

StockHolding acts as a Central Record Keeping Agency (CRA) for collection of stamp duty, e-court fee and e-registration in various States and Union Territories (UTs) on pan India basis. StockHolding is one of the largest Professional Clearing Member of the country. StockHolding distributes Sovereign Gold Bonds (SGB), RBI Bonds, Fixed Deposits, Bonds & NCDs of reputed Institutes & Corporates, Mutual Fund Schemes, Initial Public Offers (IPO's) and National Pension System (NPS) etc. StockHolding is a corporate agent registered with IRDA for distribution of insurance products. StockHolding is also registered with SEBI as a Research Analyst.

StockHolding strives:

- To provide services in a professional, efficient, and courteous manner;
- Not to discriminate on the basis of religion, caste, sex, descent or any of them;
- To be fair and honest in advertisement and marketing of our Products;
- To attempt in good faith to resolve any disputes or differences with customers by setting up Grievances Redressal Cell within the organization;

- To comply with all the regulatory requirements in good faith.

Our Commitment To Our Customers for Floating Rate Saving Bonds 2020 (Taxable) – FRSB 2020 (T) :-

- Provide them prompt, efficient and courteous service.
- Conduct our business on sound business principles.
- The Certificate of Holding (COH) for investment done in Floating Rate Saving Bonds 2020 (Taxable) – FRSB 2020 (T) will be made available to the investor within three days of fund being received by StockHolding .
- Service request received from the investors for Floating Rate Saving Bonds 2020 (Taxable) – FRSB 2020 (T) will be completed within a period of five working date from the date of receipt of such request.

6. Business activities of Subsidiary companies

StockHolding Services Limited [SSL]

StockHolding Services Limited (SSL) was promoted by Stock Holding Corporation of India Limited (StockHolding) on February 14, 1995. SSL is a SEBI Registered Corporate Stock broker and a broking arm of StockHolding.

StockHolding Document Management Services Limited (StockHolding DMS)

StockHolding DMS is the only Government of India Institution player in the field of End to End Document Management Solutions, providing both Physical and Digital Record Management.

StockHolding Securities IFSC Limited [SSIL]

StockHolding Securities IFSC Limited is operating as a Broker Dealer from GIFT IFSC, Gandhinagar and offering trade execution, clearing & settlement, risk and collateral management services at both the international exchanges at GIFT IFSC.

7. Our Customers / clientele

Our customers consist of corporates and retail clients serviced by over 200 branches on a pan India basis.

8. What we expect from our Customers

- To be honest in declaration and submission of information, as and when required.
- To help comply with the stipulated regulatory requirements under Know Your Customer and Anti Money Laundering (AML) guidelines.
- To place grievances, if any, to Customer care email id and helplines.
- To provide valuable feedback on our services to enable us to continuously improve and embark upon new initiatives.

9. Code of Conduct

StockHolding has a code of conduct framed for Directors and all the Employees based on the following fundamental principles:

- Compliance with all laws/rules/regulations laid down by Government / Regulatory agencies;
- Exercising due diligence in the performance of duties;
- Avoidance of conflict of interest between self-interests of Directors, Employees and interests of StockHolding.
- Fairness and transparency in dealing with matters relating to StockHolding;
- Avoid any act which will put reputation of StockHolding in jeopardy

10. Grievances Redressal System (GRS)

StockHolding has provided for online registration of grievances through customer care email ids / helpline. Any anonymous complaints will however, not be entertained.

For Citizens' Charter of StockHolding's subsidiary companies and holding companies, please refer to their respective websites as per details provided below:

Holding Company

- IFCI Limited : www.ifcilttd.com

Subsidiaries

- StockHolding Services Limited : www.stockholdingservices.com
- StockHolding Document Management Services Limited : www.stockholdingdms.com
- StockHolding Securities IFSC Limited : www.stockholdingifsc.com

11. Investor Grievance Mechanism:

a) For any service related grievance of StockHolding, the investors are advised to approach the Customer care at email id customercare@stockholding.com and / or helpline no. at 022-69192020.

b) For any grievance related to the shareholders of StockHolding, the investors are advised to approach the following Registrars (R & T A), by quoting their Folio No./DP & Client Id, for physical and demat holding respectively:-

M/s. MUFG Intime India Pvt. Ltd.,
247 Park, C 101 1st Floor, LBS Marg, Vikhroli (W),
Mumbai – 400083
Phone: +91 22 49186000 Extn: 2469 | 7
Fax: +91 22 49186060

The investors can also get in touch with the following Nodal Officer, at StockHolding:

Nodal Officer : Mr. Rajneesh Singh
Company Secretary – StockHolding
301, Centre Point, Dr. B. Ambedkar Road,
Parel, Mumbai 400012.
Email :secretarial@stockholding.com

Our Registered office address :

Stock Holding Corporation of India Limited
301, Centre Point,
Dr. B. Ambedkar Road,
Parel,
Mumbai 400012
Website : www.stockholding.com
Telephone: +91-22-61779400-9401.

Main Operations office address :

Stock Holding Corporation of India Limited
SHCIL House
P-51, TTC Industrial Area
Mahape,
Navi Mumbai 400710
Tel no. 022-61778100-09

StockHolding has main regional offices at the following locations :

New Delhi

Stock Holding Corporation of India Limited
IFCI Tower, 5th floor,
A Wing, 61, Nehru Place
New Delhi – 110019.
Tel no.011-26425335/37

Chennai

Stock Holding Corporation of India Limited
Justice Basheer Ahmed Sayeed Building
3rd floor, 45, Moore Street,

Second Line Beach,
Chennai 600001.
Tel no.044-40100200, 25340725, 25340766

Kolkata
Stock Holding Corporation of India Limited
8, India Exchange Place, NIC Building
4th floor, Kolkata 700011.
Tel no.033-40250716/21/22