

Notice

Date: 21/08/2023

To All Members,

Sub: Maintenance of a website by stock brokers and depository participants

This is with reference to SEBI circular no: SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/30 dated February 15, 2023 and NSE circular no: NSE/COMP/ 56350 dated April 13, 2023 and NSE –CSE Agreement dated 22/09/2011 on “Maintenance of a website by stock brokers and Depository Participants”, wherein Trading Members were mandated to maintain a designated website along with details of information to be displayed for their investors.

SEBI, through various circulars, has mandated certain information to be published by Stockbrokers on their respective websites from time to time. In view of the same, Exchange is issuing a consolidated list of requisites to the Trading Members along with formats.

The provisions of the circular dated April 13, 2023, shall come into effect from August 16, 2023, and the URL of the website is required to be reported to the Exchange within a week of the circular coming into effect i.e., by August 24, 2023. Please send url of the website and the screen shots of the various details as asked for to be disseminated in the site as per annexure A & B and mail them to inspection@cse-india.com in a zipped file (within a size of 10MB) and the zipped file to be named as member code.

Failure to submit/upload declarations within the prescribed timelines would be treated as non-compliance and the applicable penalty / disciplinary action will be initiated as per the table given in **Annexure I**.

All Trading Members are advised to take note of the above and ensure strict adherence to the compliance requirements.

**For and on behalf of
Calcutta Stock Exchange Limited**

**Asis Maity
Manager and NSE Compliance Officer**

Annexure I

Action / Penalty for non-compliance with Regulatory directive on Maintenance of a website by stock brokers Sr. No.	Penalty/disciplinary actions	Timelines
In case of Non reporting of URL to Exchange by 24-Aug-2023:		
1	Warning letter to be issued to the non-compliant Trading Members	August 25, 2023
2	One time penalty of Rs. 5,000/- to be levied	On failure to comply up to 1 month from issuance of warning letter.
3	Exchange will block fresh UCC registration	If non-compliance persists on completion of 2 weeks from levy of one-time penalty
4	Rs. 5,000/-* in case of any observations specified below	If the non-compliance observed during Trading Member Inspection.

*In case of below mentioned observations, penalty as prescribed in point no-4 of the structure above shall be levied:

- any modification in the URL which member failed to report to the Exchange within 3 days of such change,
- if incomplete details are displayed by stock brokers on their website.

Annexure A: Details of Mandatory display

1. Basic details of the Trading Member such as registration number, registered address of Head office and branches along with Contact Number and Email id.
2. Names, Mobile number, Email id etc. of all Key Managerial Personnel provided under sec. 2(51) of the Companies Act, 2013-
 - a. The Chief Executive Officer or the Managing Director or the Manager
 - b. The Company Secretary
 - c. The Whole-Time Director
 - d. The Chief Financial Officer
 - e. Such other officer as may be prescribed.
 - f. The Compliance Officer
 - g. Further, the Trading Member can also identify and declare any one or more personnel as their KMP(s) from the given list as per their constitution: Directors, Proprietor, Partners, or any other competent personnel as identified by the Trading member.
4. Step-by-step procedures for below

- a. Detailed write up on procedure for opening an account along with Flowchart and video (optional) if any with link.
- b. Detailed write up on procedure for filing a complaint on a designated email id & finding out status of the complaint etc.

5. Details of Authorized Persons-

- a. List of Active Authorised persons to be displayed.
- b. List of Authorised persons cancelled by the Trading Members on account of Disciplinary grounds.

Annexure B: - Formats of Mandatory display

Detail of Stock Brokers of CSE under NSE Agreement

Basic details of the SB such as registration number, registered address of Head Office and branches if any -

Stock Broker Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Email id

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
Customer care				
Head of Customer care				
Compliance Officer				
CEO				

Names and contact details of all Key Managerial Personnel including the Compliance Officer-

Sr. No.	Name of the Individual	Designation	Mobile Number	Email Id
1				
2				
3				
4				

Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.

- a) Detailed write up on the procedure for opening an account along with Flowchart and video if any (optional).
- b) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart and video if any (optional). Provisions are to be made for sharing Ticket Number once the complaint is lodged.
- c) Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart and video if any (optional).

iv. Details of Authorized Persons

List Of Authorised Persons (AP)										
Sr · No	Authorised Person's Name	Authorised Person Code (Exchange wise)	Constitut ion	Status	Registered Address				Terminal Details (Exchange Wise)	
				(Approved / Cancelled)	Add	City	State	Pin code	Terminal Allotted (Y/N)	No. of Terminals
1										
2										
3										
4										
5										

List of Authorised Persons (AP) Cancelled by Members on Account of Disciplinary Reasons				
Sr. No.	Authorised Person's Name	Status	Authorised Person Cancellation Details	
			Date	Reason
1				
2				
3				
4				