

**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](http://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 Stock Holding and /or its subsidiaries and associates.

#### 5. **Business activities of Stock Holding**

Stock Holding, 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. Stock Holding is now registered with its subsidiary viz., Stock Holding Services Limited [formerly SHCIL Services Limited] as an Authorised Person to offer stock broking services to its retail & corporate clients.

Stock Holding 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. Stock Holding is one of the largest Professional Clearing Member of the country. Stock Holding 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. Stock Holding is a corporate agent registered with IRDA for distribution of insurance products. Stock Holding is also registered with SEBI as a Research Analyst.

Stock Holding 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.

## **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

Stock Holding 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 Stock Holding.
- Fairness and transparency in dealing with matters relating to Stock Holding;
- Avoid any act which will put reputation of Stock Holding in jeopardy

## 10. Grievances Redressal System (GRS)

Stock Holding 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 Stock Holding's subsidiary companies and holding companies, please refer to their respective websites as per details provided below:

### Holding Company

- IFCI Limited : [www.ifcilttd.com](http://www.ifcilttd.com)

### Subsidiaries

- Stock Holding Services Limited : [www.stockholdingservices.com](http://www.stockholdingservices.com)
- Stock Holding Document Management Services Limited : [www.stockholdingdms.com](http://www.stockholdingdms.com)
- Stock Holding Securities IFSC Limited : [www.stockholdingifsc.com](http://www.stockholdingifsc.com)

## 11. Investor Grievance Mechanism:

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

- b) For any grievance related to the shareholders of Stock Holding, 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.Link 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 Stock Holding:

Nodal Officer : Mr. Shashikant L. Nayak  
Company Secretary – Stock Holding  
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](http://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, 5<sup>th</sup> 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  
3<sup>rd</sup> 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  
4<sup>th</sup> floor, Kolkata 700011.  
Tel no.033-40250716/21/22