

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., 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), 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.

6. Business activities of Subsidiary companies

SHCIL Services Limited

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

Stock Holding Document Management Services Limited (Stock Holding DMS)

Stock Holding 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.

Stock Holding Securities IFSC Limited

Stock Holding 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

Subsidiaries

- SHCIL Services Limited : www.shcilservices.com
- Stock Holding Document Management Services Limited : www.stockholdingdms.com
- Stock Holding Securities IFSC Limited : 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 and / or helpline no. at 022-61778500.

- 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
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

Stock Holding 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.011-26425334-37

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
125, Park Street, A.C. Towes
Sixth Floor, Kolkata 700017.
Tel no.033-40250707, 40240728, 40250709-10