A C Choksi Share Brokers Private Limited
SINCE 1984
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1. Vision

Towards making Indian Securities Market - Transparent, Efficient, & Investor friendly by providing safe, reliable, transparent and trusted record keeping platform for investors to hold and transfer securities in dem aterialized form.

2. Mission

- To hold securities of investors in dem aterialized form and facilitate its transfer, while ensuring safekeeping of securities and protecting interest of investors.
- To provide timely and accurate information to investors with regard to their holding and transfer of securities held by them.
- To provide the highest standards of investor education, investor awareness and timely services so as to enhance Investor Protection and create awareness about Investor Rights.

3. Details of business transacted by A C Choksi Share Brokers Private Limited

A C Choksi share Brokers Private Limited an organization which holds securities of investors in electronic form and provides services to Investors in both primary as well as secondary markets. (www.acchoksi.com)

4. Description of services provided by A C Choksi Share Brokers Private Limited

(1) Basic Services

Sr. no.	Brief about the Activity / Service	Expected Timelines for processing by the DP after receipt of proper documents
1.	Dematerialization of securities	7 days
2.	Rematerialization of securities	7 days
3.	Mutual Fund Conversion/ Destatementization	5 days
4.	Re-conversion/ Restatementisation of Mutual fund units	7 days
5.	Transmission of securities	7 days
6.	Registering pledge request	15 days
7.	Closure of dem at account	2 days
8.	Settlement Instruction	For T+1 day settlements, Participants shall accept instructions from the Clients, in physical form up to 4 p.m. (in case of electronic instructions up to 6.00 p.m.) on T day for pay-in of securities. For T+0 day settlements, Participants shall accept EPI instructions from the clients, till 11:00 AM on T day. Note: ‘T’ refers ‘Trade Day’

(2) A C Choksi Share Brokers Private Limited provides special services like pledge, hypothecation etc. in addition to their core services and these include

Sr no,	Type of Activity /Service	Brief about the Activity / Service
1.	Value Added Services	A C Choksi Share Brokers Private Limited also provide value added services such as a. Basic Services Demat Account (BSDA) Click Here b. Transposition cum dematerialization Click Here
2.	Consolidated Account statement (CAS)	CAS is issued 10 da ys from the end of the month through CDSL (if there were transactions in the previous month) or half yearly (if no transactions).

(5) Details of Grievance Redressal Mechanism

(1) The Process of investor grievance redressal

1.	Investor Complaint / Grievances	Investor can lodge complaint/ grievance against the Depository/DP in the following ways: a. Electronic mode - (i) SCORES (a web based centralized grievance redressal system of SEBI) [https://www.scores.gov.in/scores/Welcome.html] (ii) Respective Depository's web portal dedicated for the filing of compliant [https://www.cdslindia.com/Footer/grievances.aspx] (iii) Emails to designated email IDs of Depository [complaints@cdslindia.com] (iv) Online Dispute Resolution (ODR)- If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through by online conciliation or arbitration. Link : https://acchoksi.com/Depository_Services.asp - click To SMARTODR b. Offline mode The complaints/ grievances lodged directly with the Depository shall be resolved within 30 days.
2.	Investor Grievance Redressal Committee of Depository	If no amicable resolution is arrived, then the Investor has th option to refer the complaint/ grievance to the Grievanc Redressal Committee (GRC) of the Depository.Upon receipt reference, the GRC will endeavor to resolve the complaint/ grievance by hearing the parties and examining the necessary information an d documents
3.	Arbitration proceedings	The Investor ma y also avail the arbitration mechanism set out in the Byelaws and Business Rules/Operating Instructions of the Depository in relation to any grievance, or dispute relating to depository services. The arbitration reference shall be concluded by way of issue of an arbitral award within 4 months from the date of appointment of arbitrator(s).

4	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then The Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through by online conciliation or arbitration. [SMARTODR link to be provided by Depositories]

6. Dos and D on' ts for Investors

Sr no	Guid an ce
1.	Always deal with a SEBI registered interme diary for opening a dem at account.
2.	Read all the documents carefully before signing them.
3.	Before granting Power of attorney to operate your dem at account to an intermediary lik Stockbroker, Portfolio Management Services (PMS) etc., carefully examine the scope an implications of powers being granted.
4.	Always make payments to registered intermediary using banking channels. No payment should be made in name of employee of intermediary.
5.	Accept the Delivery Instruction Slip (DIS) book from your DP only (pre-printed with a ser num ber along with your Client ID) and keep it in safe custody and do not sign or issue blan o partially filled DIS slips. Always mention the details like ISIN, number of securities accurately. In case of any querie please contact your DP or broker and it should be signed by all dem at account holders. Strike out any blank space on the slip and Cancellations or corrections on the DIS should be initialed or signed by all the account holder(s). Do not leave
6.	Inform any change in your Personal Information (for example address or Bank Account details, em ail ID, Mobile num ber) linked to your dem at account in the prescribed form at and obtain confirmation of updation in system
7.	Mention your Mobile Number and email ID in account opening form to receive SMS alerts and regular updates directly from depository.
8.	Always ensure that the mobile number and email ID linked to your dem at account are the sam e as provided at the time of account opening/updation.
9.	Do not share password of your online trading and demat account with anyone.
10.	Do not share One Time Password (OTP) received from banks, brokers, etc. These are meant to be used by you only.
11.	Do not share login credentials of e-facilities provided by the such as SPEED-e/easiest etc. with anyone else.
12.	Demat is mandatory for any transfer of securities of Listed public limited companies with few exceptions.

	13.	If you have any grievance in respect of your dem at account, please write to designated ema IDs of depositories or you may lodge the same with SEBI online at https://scores.gov.in/scores/W elcome.html
	14.	Keep a record of documents signed, DIS issued and account statements received.
	15.	As Investors you are required to verif y the transaction statement carefully for all debit an credits in your account. In case of any unauthorized debit or credit, inform the DP o you respective Depository.
	16.	Appoint a nominee to facilitate your heirs in obtaining the securities in your demat account, on completion of the necessary procedures.
	17.	Register for internet-based facility .
	18.	Ensure that, both, your holding and transaction statements are received periodically,yo are entitled to receive a transaction statement every month if you have any transactions.
	19.	Do not follow herd mentality for investments. Seek expert and professional advice for your investm ents
	20.	Beware of assured/fixed returns.

7. Rights of investors

- Receive a copy of KYC, copy of account opening documents.
- No minimum balance is required to be maintained in a dem at account.
- No charges are payable for opening of demat accounts.
- If executed, receive a copy of Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. You have the right to revoke any authorization given at any time.
- You can open more than one dem at account in the same name with single DP/multiple DPs.
- Receive statement of accounts periodically.In case of any discrepancies in statem ents, take up the same with the DP immediately. If the DP does not respond, take up the m atter with the Depositories.
- Pledge and /or any other interest or encumbrance can be created on demat holdings.
- Right to give standing instructions with regard to the crediting of securities in demat account.
- Investor can exercise its right to freeze/defreeze his/her demat account or specific securities / specific quantity of securities in the account, maintained with the DP.
- In case of any grievances, Investor has right to approach Participant or Depository or SEBI for getting the same resolved within prescribed timelines.
- Every eligible investor shareholder has a right to cast its vote on various resolutions proposed by the companies for which Depositories have developed an internet based 'e-Voting' platform.
- Receive inform ation about charges and fees. Any charges/tariff agreed upon shall not increase unless a notice in writing of not less than thirty days is given to the Investor.

8. Responsibilities of Investors

- Deal with a SEBI registered DP for opening demat account, KYC and Depository activities.
- Provide complete documents for account opening and KYC (Know Your Client).

  Fill all the required details in Account Opening Form / KYC form in own handwriting and cancel out the blanks.
- Read all documents and conditions being agreed before signing the account opening form.
- Accept the Delivery Instruction Slip (DIS) book from DP only (preprinted with a serial num ber along with client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS.
- Always mention the details like ISIN, number of securities accurately.
- Inform any change in information linked to demat account and obtain confirm ation of updation in the system.
- Regularly verify balances and demat statement and reconcile with trades transactions.
- Appoint nominee(s) to facilitate heirs in obtaining the securities in their dem at account.
- Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks securities promising huge profits.

Grievance :

ACCSBPL has a dedicated email id grievances@acchoksi.com on which clients can email their complaints/queries. Same can also be accessed via web portal “www.acchoksi.com” wherein separate button has been provided for lodging the complaints by providing client details like client code, name of the client, registered email Id, registered address and details of the complaints. We have also made clients aware about process and benefits of filing complaint on SEBI's SCORES portal by giving direct link of SCORES on our website. Same is also given to clients as a part of welcome kit.

Query raised at Authorized Person level gets resolved at their desk. In case of further escalation, it is forwarded to head office and every possible efforts are made to resolve it from head office by Compliance Manager. Complaints received at the end of regulators are replied along with the supporting documents, if any, within the prescribed time limit to regulator. In case of absence of compliance manager Mr. Ashvin C Choksi- Director or Mr. Bimal A Choksi – CEO also take possible efforts to resolve the same . A separate Grievance Register is maintained to record complaints received either by email / through web link / by letter / in person. As per company policy, we at ACCSBPL give utmost importance to grievances received and our endeavor is to reply to the client by at most by next day. Under exceptional circumstances (where we need to collect data from various places / sources) or where further clarification is required, reply is served within 7 working days. Complaint resolution time limit is kept as 14 working days.

Annexure B - INFORMATION CONTAINED IN LINKS TO THE INVESTOR CHARTER
Para 4 (2) of Investor Charter

Point 1: Value Added Services

a. Basic Services Demat Account (BSDA)[1]: The facility of BSDA with limited services for eligible individuals was introduced with the objective of achieving wider financial inclusion and to encourage holding of demat accounts. No Annual Maintenance Charges (AMC) shall be levied, if the value of securities holding is upto Rs. 400000. For value of holdings between Rs 400000 - 1000000, AMC not exceeding Rs 100 is chargeable. In case of debt securities, there are no AMC charges for holding value upto Rs 1000000 and a maximum of Rs 100 as AMC is chargeable for value of holdings between Rs 400000 and Rs 1000000.

b. Transposition cum dematerialization[2]: In case of transposition-cum- dematerialization, client can get securities dematerialized in the same account if the names appearing on the certificates match with the names in which the account has been opened but are in a different order. The same may be done by submitting the security certificates along with the Transposition Form and Demat Request Form.

c. Linkages with Clearing System[3] for actual delivery of securities to the clearing system from the selling brokers and delivery of securities from the clearing system to the buying broker.

Point 3: Digitization of services provided by A C Choksi Share Brokers Private Limited

a. Online instructions for execution[5]: internet-enabled services like Speed-e (NSDL) & Easiest (CDSL) empower a demat account holder in managing his/her securities 'anytime-anywhere' in an efficient and convenient manner and submit instructions online without the need to use paper. These facilities allows Beneficial Owner (BO) to submit transfer instructions and pledge instructions includingmargin pledge from their demat account. The instruction facilities are also available on mobile applications through android, windows and IOS platforms.

b. e-CAS facility[7]: Consolidated Account Statements are available online and could also be accessed through mobile app to facilitate the investors to view their holdings in demat form.

Para 5(1) of Investor Charter

Point 2 (Investor Grievance Redressal Committee of Depository)[9]:

If no amicable resolution is arrived, then the Investor has the option to refer the complaint/ grievance to the Grievance Redressal Committee (GRC) of the Depository. Upon receipt of reference, the GRC will endeavor to resolve the complaint/ grievance by hearing the parties and examining the necessary information and documents.

Point 3(Arbitration proceedings)[10]:

The Investor may also avail the arbitration mechanism set out in the Byelaws and Business Rules/Operating Instructions of the Depository in relation to any grievance, or dispute relating to depository services. The arbitration reference shall be concluded by way of issue of an arbitral award within 4 months from the date of appointment of arbitrator(s).

Complaint Resolution Process

Complaint lodged With A C Choksi Share Brokers Private Limited through electronic mode Or physical mode.

No amicable resolution

Place before Grievance Redressal Committee (GRC)

If not satisfied with GRC order

-Refer to arbitration
-Arbitration in clients favor.

Client not satisfied with Arbitration award

-Refer to

Appellate arbitration
-award in clients

Client not satisfied with Appellate award

U/s 34 before COURT.

Have a Grievance?

Approach A C Choksi Share Brokers Private Limited

If Grievance not resolved , approach your Depository

Emails of A C Choksi Share Brokers Private Limited.

Website : www.acchoksi.com
grievance@acchoksi.com
compliance@acchoksi.com

Board Line : 022 6159 5100

Ext : 5171/73

Annexure C

Investor Complaints Data

Data for every month ending January 2026

SN		from previous month	Received during the month	Total Pending	Resolved*	Pending at the end month**		time (in days)
						Pending for less 3	Pending for 3	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL		NIL
2	SEBI	NIL	NIL	NIL	NIL	NIL		NIL
3	D P NIL	NIL	NIL	NIL	NIL	NIL		NIL
4	Other Sources any)	NIL	NIL	NIL	NIL	NIL		NIL
5	Grand Total	0	0	0	0	0		0

Trend of monthly disposal of Complaints

Sr. No.	Mont	Carried Forward From Previous month	Received	Resolved	Pending
1	April - 2023	NIL	NIL	NIL	NIL
2	May - 2023	NIL	NIL	NIL	NIL
3	June - 2023	NIL	NIL	NIL	NIL
4	July - 2023	NIL	NIL	NIL	NIL
5	Aug - 2023	NIL	NIL	NIL	NIL
6	Sept- 2023	NIL	NIL	NIL	NIL
7	Oct- 2023	NIL	NIL	NIL	NIL
8	Nov - 2023	NIL	NIL	NIL	NIL
9	Dec -2023	NIL	NIL	NIL	NIL
10	Jan - 2024	NIL	NIL	NIL	NIL
11	Feb - 2024	NIL	NIL	NIL	NIL
12	Mar - 2024	NIL	NIL	NIL	NIL
13	April-2024	NIL	NIL	NIL	NIL
14	May-2024	NIL	NIL	NIL	NIL
15	June-2024	NIL	NIL	NIL	NIL
16	July-2024	NIL	NIL	NIL	NIL
17	August-2024	NIL	NIL	NIL	NIL
18	September - 2024	NIL	NIL	NIL	NIL
19	October- 2024	NIL	NIL	NIL	NIL
20	November-2024	NIL	NIL	NIL	NIL
21	December - 2024	NIL	NIL	NIL	NIL
22	January 2025	NIL	NIL	NIL	NIL
23	February 2025	NIL	NIL	NIL	NIL

24	March 2025	NIL	NIL	NIL	NIL
25	April 2025	NIL	NIL	NIL	NIL
26	May 2025	NIL	NIL	NIL	NIL
27	June 2025	NIL	NIL	NIL	NIL
28	July 2025	NIL	NIL	NIL	NIL
29	August 2025	NIL	NIL	NIL	NIL
30	September 2025	NIL	NIL	NIL	NIL
31	October 2025	NIL	NIL	NIL	NIL
32	November 2025	NIL	NIL	NIL	NIL
33	December 2025	NIL	NIL	NIL	NIL
34	January 2026	NIL	NIL	NIL	NIL
35	Februry 2026	NIL	NIL	NIL	NIL
36	March 2026	NIL	NIL	NIL	NIL
37	April 2026	NIL	NIL	NIL	NIL
38	May 2026	NIL	NIL	NIL	NIL
39	June 2026	NIL	NIL	NIL	NIL
40	July 2026	NIL	NIL	NIL	NIL
41	August 2026	NIL	NIL	NIL	NIL
	Grand Total	0	0	0	0

Trend of annual disposal of complaints

Sr.No.	Year	Carried forward from previous year	Received during the year	Resolved during year	Pending at the end of the year
1	2022-2023	NIL	NIL	NIL	NIL
2	2023-2024	NIL	NIL	NIL	NIL
3	2024-2025	NIL	NIL	NIL	NIL
4	2025-2026	NIL	NIL	NIL	NIL
5					
6					
	Grand Total	0	0	0	0