

GUIDANCE NOTE - DO's AND DON'Ts FOR TRADING ON THE EXCHANGE(S) FOR INVESTORS

BEFORE YOU BEGIN TO TRADE

01. Ensure that you deal with and through only SEBI registered intermediaries. You may check their SEBI registration certificate number from the list available on the Stock exchanges www.nseindia.com, www.bseindia.com, www.mcxindia.com, and SEBI website www.sebi.gov.in.
02. Ensure that you fill the KYC form completely and strike off the blank fields in the KYC form.
03. Ensure that you have read all the mandatory documents viz. Rights and Obligations, Risk Disclosure Document, Policy and Procedure document of the stock broker.
04. Ensure to read, understand and then sign the voluntary clauses, if any, agreed between you and the stock broker. Note that the clauses as agreed between you and the stock broker cannot be changed without your consent.
05. Get a clear idea about all brokerage, commissions, fees and other charges levied by the broker on you for trading and the relevant provisions/ guidelines specified by SEBI/Stock exchanges.
06. Obtain a copy of all the documents executed by you from the stock broker free of charge.
07. In case you wish to execute Power of Attorney (POA) in favour of the Stock broker, authorizing it to operate your demat account, please refer to the guidelines issued by SEBI/ Exchanges in this regard.

TRANSACTIONS AND SETTLEMENTS

08. The stock broker may issue electronic contract notes (ECN) if specifically authorized by you in writing. You should provide your email id to the stock broker for the same. Don't opt for ECN if you are not familiar with computers.
09. Don't share your internet trading account's password with anyone.
10. Don't make any payment in cash to the stock broker.
11. Make the payments by account payee cheque, NEFT, RTGS, UPI, Online payment in favour of the stock broker. Don't issue cheques in the name of authorized person. Ensure that you have a documentary proof of your payment/deposit of securities with the stock broker, stating date, scrip, quantity, towards which bank/ demat account such money or securities deposited and from which bank/ demat account.
12. Note that facility of Trade Verification is available on stock exchanges' websites, where details of trade as mentioned in the contract note may be verified. Where trade details on the website do not tally with the details mentioned in the contract note, immediately get in touch with the Investors Grievance Cell of the relevant Stock exchange.
13. In case you have given specific authorization for maintaining running account, payout of funds or delivery of securities (as the case may be), may not be made to you within one working day from the receipt of payout from the Exchange. Thus, the stock broker shall maintain running account for you subject to the following conditions:
(A) Such authorization from you shall be dated, signed by you only and contains the clause that you may revoke the same at any time.
(B) The actual settlement of funds shall be done by the stock broker, at least once in a calendar quarter or month, depending on your preference. While settling the account, the stock broker shall send to you a 'statement of accounts' containing an extract from the client ledger for funds and an extract from the register of securities displaying all the receipts/deliveries of funds and securities. The statement shall also explain the retention of funds and securities and the details of the pledged shares, if any.
(C) On the date of settlement, the stock broker may retain the requisite securities/funds towards outstanding obligations and may also retain the funds expected to be required to meet derivatives margin obligations for next 5 trading days, calculated in the manner specified by the exchanges. In respect of cash market transactions, the stock broker may retain entire pay-in obligation of funds and securities due from clients as on date of settlement and for next day's business, he may retain funds/securities/margin to the extent of value of transactions executed on the day of such settlement in the cash market.
(D) You need to bring any dispute arising from the statement of account or settlement so made to the notice of the stock broker in writing preferably within 7 (seven) working days from the date of receipt of funds/securities or statement, as the case may be. In case of dispute, refer the matter in writing to the Investors Grievance Cell of the relevant Stock exchanges without delay.
14. In case you have not opted for maintaining running account and pay-out of funds/securities is not received on the next working day of the receipt of payout from the exchanges, please refer the matter to the stock broker. In case there is dispute, ensure that you lodge a complaint in writing immediately with the Investors Grievance Cell of the relevant Stock exchange.
15. Please register your mobile number and email id with the stock broker, to receive trade confirmation alerts/ details of the transactions through SMS or email, by the end of the trading day, from the stock exchanges.

IN CASE OF TERMINATION OF TRADING MEMBERSHIP

16. In case, a stock broker surrenders his membership, is expelled from membership or declared a defaulter; Stock exchanges gives a public notice inviting claims relating to only the "transactions executed on the trading system" of Stock exchange, from the investors. Ensure that you lodge a claim with the relevant Stock exchanges within the stipulated period and with the supporting documents.
17. Familiarize yourself with the protection accorded to the money and/or securities you may deposit with your stock broker, particularly in the event of a default or the stock broker's insolvency or bankruptcy and the extent to which you may recover such money and/or securities may be governed by the Bye-laws and Regulations of the relevant Stock exchange where the trade was executed and the scheme of the Investors' Protection Fund in force from time to time.

DISPUTES/ COMPLAINTS

18. Please note that the details of the arbitration proceedings, penal action against the brokers and investor complaints against the stock brokers are displayed on the website of the relevant Stock exchange.
19. In case your issue/problem/grievance is not being sorted out by concerned stock broker/sub-broker then you may take up the matter with the concerned Stock exchange. If you are not satisfied with the resolution of your complaint then you can escalate the matter to SEBI.
20. Note that all the stock broker/sub-brokers has been mandated by SEBI to designate an e-mail ID of the grievance redressal division/compliance officer exclusively for the purpose of registering complaints (query@lakshmishree.com)

श्री LAKSHMISHREE

Gateway to your Financial Goals

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ऐसा करें

- कोई भी सौदा करने से पहले स्टॉक एक्सचेंज / सेबी द्वारा समय समय पर जारी सम्बंधित कानून, नियमों और विज्ञापन पत्रों के बारे में अच्छी तरह जानकारी प्राप्त कर ले
- इस बात की पुष्टि कर लें कि सारे ट्रेड मान्यता प्राप्त एक्सचेंज पर सम्पादित हो
- सेबी के साथ पंजीकृत ब्रोकरों / अधिकृत व्यक्तियों के साथ ही डील करें
- यह स्पष्ट रूप से बताएँ कि आपकी ओर से लिखित ऑर्डर कौन देगा
- कोई भी काम करने से पहले ब्रोकर द्वारा हस्ताक्षरित किए जाने वाले ग्राहक पंजीकरण फॉर्म के लिए जोर दें
- अपने ब्रोकर के साथ एग्रीमेंट कर ले और उसकी एक कॉपी पर जोर दें
- स्टॉक मार्केट में निवेश के नियमों और शर्तों को पढ़ें और उससे जुड़े जोखिमों को समझें
- यदि आप उपब्रोकर के जरिये डील कर रहे हैं तो ब्रोकर और उप ब्रोकर के साथ तीन पार्टियों वाला एग्रीमेंट करें
- हर रोज होने वाले ट्रेड के लिये, आपके ब्रोकर द्वारा जारी किए जाने वाले कॉन्ट्रैक्ट नोट और बिलों को पाने की पुष्टि कर लें
- सिर्फ ट्रेडिंग करने वाले सदस्य के ट्रेड नाम पर चेक / ड्रॉफ्ट जारी करें और सिर्फ विजनेस अकाउंट (पूल अकाउंट) में ही शेयर दें
- एक्सचेंज द्वारा पे आउट किये जाने के एक कार्यकारी दिन के अन्दर ही पेमेंट / डिलिवरी पाने पर जोर दें
- 184/11/1993 को जारी सेबी के अध्यादेश SMD / SID / CIR / 93 / 23321 के संदर्भ में अध्यादेश नं.: NSI/CMO/0014/99, 15/06/1999 तारीख का डाउनलोड नं.: NSI / CMPT / 1025 के अनुसार संपादित किये गये ट्रेड के अपने कॉन्ट्रैक्ट नोट्स / ट्रेड प्रमाणीकरण को दैनिक आधार पर पुनर्निर्क्षण करना
- दिनांक 24.10.05 को जारी अध्यादेश संदर्भ नं.: NSEIL / कानूनी / 6806 और दिनांक 08.10.02 को जारी NSCC/ F&O/ C&S/ 132 के अनुसार तिमाही में संपादित किए गये ट्रेडों को तिमाही के आधार पर ब्रोकर से अकाउंट की स्टेटमेंट लेने की पुष्टि कर लें. इसका डाउनलोड नं.: NSE/CMPT/3666 है
- मतभेद होने पर, मध्यस्थ / स्टॉक एक्सचेंज सेबी में 10 दिनों के अन्दर लिखित शिकायत दर्ज करें
- उप ब्रोकर से मतभेद होने पर, ट्रेडिंग करने वाले प्रमुख सदस्य को तीन महीनों के अन्दर लिखित शिकायत करें
- एक्सचेंज द्वारा वेबसाइट पर जारी की गई समाचार पत्रों को दी जाने वाली और सार्वजनिक सचना को देखते रहें

ऐसा न करें

- किसी भी तीसरी पार्टी / अपंजीकृत मध्यस्थों / अनधिकृत व्यक्तियों के साथ डील न करें
- स्वयं को प्राप्तकर्ता अकाउंट के अलावा किसी अन्य अकाउंट से नगद भुगतान / शेयरों की डिलिवरी न करें (01 सितंबर, 2003 को जारी संदर्भ अध्यादेश नं. NSE/INSP/2003/21, डाउनलोड नं. NSE/INSP/4377)
- ट्रेड करने वाले सदस्य द्वारा अधिकृत व्यक्ति / उप ब्रोकर / कर्मचारी के निजी अकाउंट में रकम का भुगतान/ शेयर की डिलिवरी न करें
- ट्रेड करने वाले उस व्यक्ति को रकम / शेयर न दें जिसने खास तौर पर मार्जिन जमा न किया हो और जो एक्सचेंज पर संपादित किये गये किसी अन्य ट्रेड से जुड़ा न हो
- दूसरों के लिये डील न करें
- सिक्युरिटी पे-इन वैधानिक प्रक्रिया के लिये ब्लैक डिलीवरी इंस्ट्रक्शन स्लिप(स) पर हस्ताक्षर न करें
- कभी भी अहस्ताक्षरित / डुप्लीकेट कॉन्ट्रैक्ट नोट / मेमो स्वीकार न करें
- ट्रेड करने वाले सदस्य को सिक्युरिटी का भुगतान / डिलीवरी देने में देर न करें
- लुभावने विज्ञापनों से भ्रमित न हो
- मार्केट की अफवाहों या अंधेरे में रखने वाले सौदों से भ्रमित न हों

नोट :- मामलों को एक्सचेंज / सेबी जैसे न्यायिक संस्थानों तक लाने में देर न करें (सीमा से सम्बंधित उप नियम 3 के प्रावधान को आकर्षित करना, टालने के लिये)