

Circular No.: NSDL/POLICY/2026/0035

March 18, 2026

**Subject: Amendment to Clause B(o) of Annexure O of the NSDL Business Rules related to the revocation of mandate and disablement of the client's access to electronic facility to submit mandate.**

All Participants are hereby informed that the amendments have been made to Annexure O – Clause B(o) of NSDL Business Rules. The amendment involves the splitting of the existing Clause B(o) of Annexure O into two separate clauses, namely Clause B(o) and Clause B(p), for better clarity and to avoid any misinterpretation. The same is enclosed in track change mode as Annexure.

Participants are requested to take note of the above and ensure compliance.

**For and on behalf of  
National Securities Depository Limited**

**Prathmesh Mungle  
Assistant Vice President**

Enclosure: One

**FORTHCOMING COMPLIANCE**

Particulars	Deadline	Manner of sending	Reference
Investor Grievance Report (Monthly)	By 10th of the following month	Through e-PASS	Para 22 of 'Grievance Redressal' chapter and Para 27 of 'Internal Controls/Reporting to NSDL/SEBI' chapter of NSDL Master Circular for Participants
Compliance report w.r.t Same Mobile number and/ or email address captured for multiple accounts. (Monthly)	Before 27th of following month	Through Email.	Para 23 of 'Miscellaneous' chapter of NSDL Master Circular for Participants.


**National Securities Depository Limited**

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**Clause B(o):**

*(o) Trading Member has enabled its client to revoke/cancel the mandate provided by them.*

*(p) The Participant or Trading Member shall take best efforts to forthwith disable the Client's access to the electronic facility, no later than one Working Day from the receipt of such intimation from the Client. However, if any instructions are received prior to such disablement, the Participant or Trading Member shall not be liable for any losses arising out of the execution of such instructions.*

