



Central Depository Services (India) Limited

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CDSL/OPS/DP/POLCY/2026/641

September 17, 2026

INTRODUCTION OF OTP-BASED AUTHENTICATION FOR PHYSICAL BO MODIFICATION REQUESTS

CDSL is pleased to inform regarding the new functionality i.e., **OTP-based authentication mechanism** only for following critical physical modification requests that are being submitted by BO/s to the DPs.

Sr. No.	Physical modification request type
1	Change in Email ID (Primary / Secondary)
2	Change in Primary and / or Secondary Mobile number (including ISD Code)
3	Change in Bank details (Bank Name, A/c no., IFSC, MICR)
4	Change in Signature (Physical & Online)
5	Change of Power of attorney
6	Change of nominee/s or their details
7	Change in Mode of Operation (Anyone or Survivor / Jointly / Only First holder)
8	Change of address (Correspondence, Permanent)

Source of modification request will be mandatory field for all type of modification requests. In UDIFF ISO tags, the tag named as "AcctOpSrc" will be used to capture the source of modification request. For any BO signature modification request, signature deletion, and signature replace requests processed through signature upload, by default the modification source will be treated as "Physical".

Once the DP enters the change details as per physical modification request in the CDSL systems and completes the maker-checker process, a system-generated OTP authentication link will be sent to the registered mobile number and e-mail ID of the BO (first holder) for OTP authentication to confirmation of the modification request. The OTP authentication link shall remain valid for **seven calendar days** from the date of receipt of the modification request processed by the DP in the CDSL systems. BO needs to access the URL- and generate an OTP for authentication process. The generated OTP through this link will sent through SMS and e-mail and will remain valid for **15 minutes**.

Upon successful OTP authentication the modification request will be processed in the CDSL systems in the demat account of the respective BO. CDSL will send a confirmation SMS and / or e-mail to the respective BO about updation of details.



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In cases where OTP authentication is not completed by the BO within the 7 calendar days, the BO modification request will be automatically cancelled in the CDSL system on the Start of Day (SOD) immediately following the expiry day of the OTP link validity period. Upon such cancellation, an e-mail notification will be sent to the concerned BO(s) informing them about the cancellation of the modification request.

DPs are advised to note that the above mentioned functionality in CDSL systems is scheduled to be released by the EOD on Thursday, October 01, 2026.

DPs are requested to take note of the above and make the necessary changes in their back-office systems and ensure compliance with the revised process and timelines.

Queries regarding this communiqué may be addressed to: **CDSL – Helpdesk** Emails may be sent to: dpertasupport@cdslindia.com and telephone number 022-62343333.

**For and on behalf of
Central Depository Services (India) Limited**

sd/-

**Nilesh Shah
Vice President – Operations**