NSDL Database Management Ltd.

KYC Registration Agency
Circular

Circular No.: NDML/POLICY/2023-0005   **June 14, 2023**

Sub: Circular – TAT for KYC processing and related actions

In order to improve the efficiency of KYC processing by KRA and further making the information available to the intermediaries, all SEBI Registered Intermediaries (SRIs) are hereby requested to take note of below points with regards to Turn around time (TAT) for KYC processing and related actions

The TAT for KYC validation is T+2 days where T is the date of receipt of KYC data and applicable KYC form & documents and source XML files at NDML KRA e.g. if KYC data is uploaded in NDML KRA on June 10th and documents / form / XML are uploaded on June 13th then KYC processing TAT at NDML KRA will begin from June 13th.

Instructions to SRIs

a. All SRIs are requested to ensure to upload the KYC data & KYC form & documents and source XML files on the same date to avoid any delays.

b. In case of fresh KYC registration requests:

   i. If NDML KRA finds some discrepancy in KYC processing, SRI is required to address the same within 2 days of record being put "On Hold". If not cleared by SRI, such request shall be put in status - **"On hold - Incomplete/Existing/Old"** on 3rd day. e.g. if KYC record is put "On Hold" due to discrepancy on June 5th, and the discrepancy is not cleared by SRI by June 7th then such request shall be put in status - "**On hold - Incomplete/Existing/Old"** on June 8th.

   ii. If only KYC data is received and respective KYC form & documents and source XML files are not uploaded such request shall be put in status - **"On hold - Incomplete/Existing/Old"** in 5 days of receipt of KYC data.

Post the status of the KYC registration request is **"On hold - Incomplete/Existing/Old"**, said KYC record would be open in NDML KRA system for modification to all SRIs and/or other KRAs.

c. In case of KYC modification requests,

    i. If NDML KRA finds some discrepancy, SRI is required to address the same within 2 days of record being put **"On Hold"** by NDML KRA. If not cleared by SRI, such modification request shall be rejected on 3rd day. e.g. if KYC modification request is put "On Hold" due to discrepancy on June 5th, and the discrepancy is not cleared by SRI by June 7th then such request shall be "**Rejected"** on June 8th.

    ii. If only KYC data is received and respective KYC form & documents and source XML files are not uploaded such modification request shall be **rejected** in 5 days of receipt of KYC data.

In case of any assistance, please contact NDML KRA helpdesk on 022 – 4914 2600/01/02/04/05/06 or send email on info.kra@nsdl.co.in

For and on behalf of NSDL Database Management Limited

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