

Compensation Mechanism for Investor Grievances

Scenario	Compensation Amount	Compensation Period	Who should Compensate the investor?
Delayed unblock for cancelled/withdrawn/deleted applications	Rs.100/- per day or 15% per annum of the application amount , whichever is higher.	Date on which the request for cancellation/withdrawal/deletion is placed in Stock Exchanges Bidding Platform – Till the date of actual unblock.	SCSB
Blocking of multiple amounts for the same UPI Application	1. Instantly revoke the blocked funds other than the original application amount and 2. Rs.100/-per day or 15% per annum of the total cumulative blocked amount except the original application amount , whichever is	Date on which multiple amounts were blocked – Till the date of actual unblock.	SCSB
Blocking more amount than the application amount	1. Instantly revoke the difference amount (Blocked Amount – Application Amount) and 2. Rs.100/- per day or 15% per annum of the difference amount , whichever is higher.	Date on which the funds to the excess of application amount were blocked–Till the date of actual unblock.	SCSB
Delayed unblock for non-allotted/partially-allotted applications.	Rs.100/- per day or 15% per annum of the application amount , whichever is higher	Since T+3 – Till the date of actual unblock.	SCSB

Additional Compensation Mechanism for Investor Grievances

Scenario	Compensation Amount	Compensation Period	Who should compensate the investor?
Delay in grievance redressal.	Rs.100/- per day or 15% per annum of the application amount , whichever is higher.	The day on which the grievance is received by Lead Managers/RTAs) – Till the date of actual unblock.	Post Issue Lead Managers.