



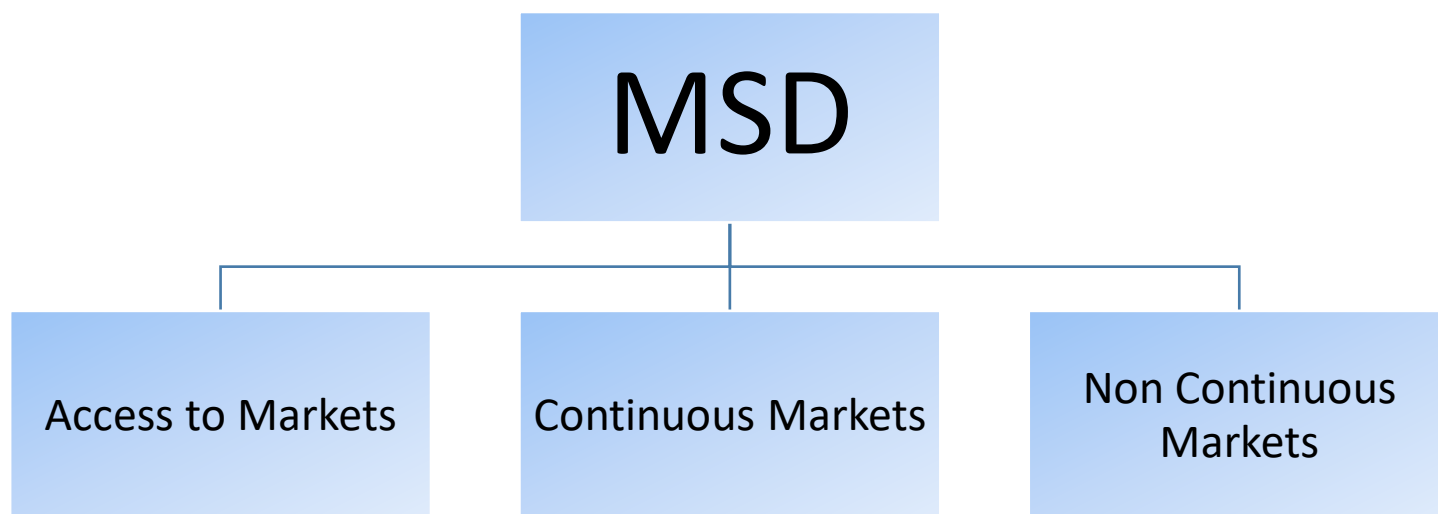
Member Service Department (MSD) Services Help Guide

The Trade helpdesk (Toll free no.1800 266 0050 Option-1) is the primary point of contact for Members pertaining to functions handled by MSD.

Services offered by MSD are broadly categorized as: -

- Access to Markets
- Continuous Markets
- Non-continuous Markets

This help guide shall assist members in understanding the specific areas under purview of MSD.



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1. Access to Markets

Sr.no	Systems/Functions	Activities
1	Enablement	<ul style="list-style-type: none"> ➤ Segment/product enablement (CM, FO, CD, CO, Debt, IPO, SLBM,MFSS) ➤ SME market maker registration ➤ Change in clearing member ➤ Conversion of membership type (Normal to Alpha and vice-versa) ➤ SLBM surrender
2	User id	<ul style="list-style-type: none"> ➤ Allotment, Shifting, Disablement, Status change etc. ➤ NEAT to CTCL Activation and Deactivation. ➤ Validity update of dealer certificate.
3	Connectivity	<ul style="list-style-type: none"> ➤ Applications for connectivity (Activation, Surrender, Change in Bandwidth, Shifting, Cancellation, Change in Category, Scenario merger / de-merger, bandwidth change) ➤ Connectivity at third party data centre
4	Co-Location facility	<ul style="list-style-type: none"> ➤ Allotment, Surrender of Racks ➤ Allotment, Surrender and message change of Tap IP ➤ NOC for P2P lines ➤ Processing of CaaS application (TM affiliation & deactivation)
5	NNF Registration	<ul style="list-style-type: none"> ➤ In-house registration of member ➤ Product approval for NNF applications-CTCL,IBT,STWT,DMA,SOR, ALGO

2. Continuous Markets- Order and Trade Matching Markets

Sr. no	Nature of query	Activities
1	Transactional	<ul style="list-style-type: none"> ➤ Flexing of Daily Price range (DPR) for option contracts in FO & CD segments ➤ Flexing of SLBS security DPR ➤ Market maker (inventory exhaust, appointment, discontinuation) ➤ SME lot size revision ➤ Password reset, User reset & User unlocking ➤ Limit setting process ➤ User creation in NOTIS ➤ Contingency pool access ➤ PRO undertaking ➤ Granting temporary rights for participation in mock session for the following: NNF/CTCL conversion, password reset, user unlocking and pro-enablement ➤ Restoration of historical files (chargeable services)
2	Operational	<ul style="list-style-type: none"> ➤ Clarification on circulars ➤ Adjustments of Corporate actions for F&O contracts ➤ Trade Annulment ➤ Status on daily market data files
3	Technical	<ul style="list-style-type: none"> ➤ NEAT & NEAT+ Installation procedure & configuration ➤ NEAT Adapter installation ➤ NEAT, NEAT+ application functionalities ➤ NOTIS installation and configuration ➤ Technical support for Order entry and trade related queries ➤ Request submission on ENIT for password reset, pro enable/disable, unlocking requests and bulk-block reporting
4	Test & Simulation Market	<ul style="list-style-type: none"> ➤ Access and technical support ➤ Login credentials and password reset ➤ Application Program Interface (API)

3. Non- Continuous Markets – Order and Bid Collection Platforms

Sr.no	Systems/Functions	Activities
1	Negotiated Trade reporting platform (NTRP)	<ul style="list-style-type: none"> ➤ Turnover Certificate ➤ Enablement
2	CBRICS	<ul style="list-style-type: none"> ➤ Registration of New Participants/Modification of details ➤ Unregistered ID creation ➤ Login through OTP ➤ Bank and DP registration ➤ Reporting of deals (Bid Entry and status) ➤ Password reset for admin user
3	Capital Market Dissemination Board (CMDDB)	<ul style="list-style-type: none"> ➤ Enablement ➤ Assistance on operational guidelines
4	EBID	<ul style="list-style-type: none"> ➤ Registration/Modification of Participant details ➤ Login through OTP ➤ Bid Entry and status ➤ Password reset for admin user
5	Initial Public Offerings (IPO) - Main board IPO, SME IPO, InvIT IPO, REITS IPO, and Debt IPO	<ul style="list-style-type: none"> ➤ Login through OTP ➤ Bid Entry and status ➤ Password reset for admin user ➤ API for development of customized applications
6	Tender Offer (Buyback/Takeover and Delisting), Offer for Sale (OFS), Right Issue (Equity Shares and units of InvITs and REITS) and Rights – Call Money Notices (Partly Paid-up Securities)	<ul style="list-style-type: none"> ➤ Details of early pay-in of securities on bidding screen ➤ Bid Entry and status ➤ Assistance on operational guidelines ➤ Password reset/Enablement of user ➤ API for development of customized applications
7	Sovereign Gold Bonds (SGB), Non Competitive Bidding for G-Sec, SDL & T-Bills (NCB) & Subscription of ETF (e-ETF)	<ul style="list-style-type: none"> ➤ Login through OTP ➤ Password reset for admin user ➤ Bid Entry and status ➤ Guidance on installation of goBID APP ➤ API for development of customized applications
8	Mutual Funds-MFSS	<ul style="list-style-type: none"> ➤ NAV updation ➤ Bid entry and status ➤ Assistance on operational guidelines ➤ API for development of customized applications ➤ SIP registration



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