



Central Depository Services (India) Limited

Convenient + Dependable + Secure

COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/GENRL/2024/227

April 29, 2024

CHANGE IN IVR AND SUPPORT EMAIL ID FOR CDSL

Depository Participants (DPs) are advised to refer to below mentioned CDSL Communique.

- CDSL/OPS/DP/2022/369 dated June 29, 2022, regarding Change in IVR Number of CDSL.

In view of the above, we wish to inform you of a change in our IVR Number. DP users who wish to connect with CDSL office are requested to dial our New IVR Number **022-62343333** and follow IVR currently been set.

The current IVR Number **022-23023333** shall remain functional till **May 31, 2024**, EOD. Users are hence requested to connect to us using the new IVR Number.

We also wish to inform that for enhancing service levels, New Email ID dpertasupport@cdslindia.com for DPs has been created. DPs are requested to send all CDASWEB related queries to aforesaid email id only. Queries related to Easi and Easiest should be sent on easiadmin@cdslindia.com.

DPs are requested to avoid marking emails to helpdesk@cdslindia.com because this email id shall be specific to investors (BOs queries only. Also opshelpdesk@cdslindia.com shall be non-functional, this change in email id shall be with effect from receipt of this Communique which may kindly be noted.

- For Ready reference we are sharing the New IVR flow which is functional: **Call 022 62343333**.

1st Level	2nd Level
Press 1 for Operations →	Press 1 for Modification in demat account
	Press 2 for Modification of DP/RTA details
	Press 3 for Corporate Action processing
	Press 4 for Government Securities queries
	Press 5 for Evoting
	Press 6 for DP Transfer process
	Press 7 for Helpdesk, Easiest and other queries



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1st Level	
Press 2 for Audit	
1st Level	
Press 3 for Operator Assistance	

The Helpdesk Department shall remain functional on all working days i.e., **Monday to Friday from 7:30 AM to 11:00 PM** and on **Saturday from 09:30 AM to 04: 30 PM**.

sd/-

Swapnil Gupte
Sr. Manager - Operations