

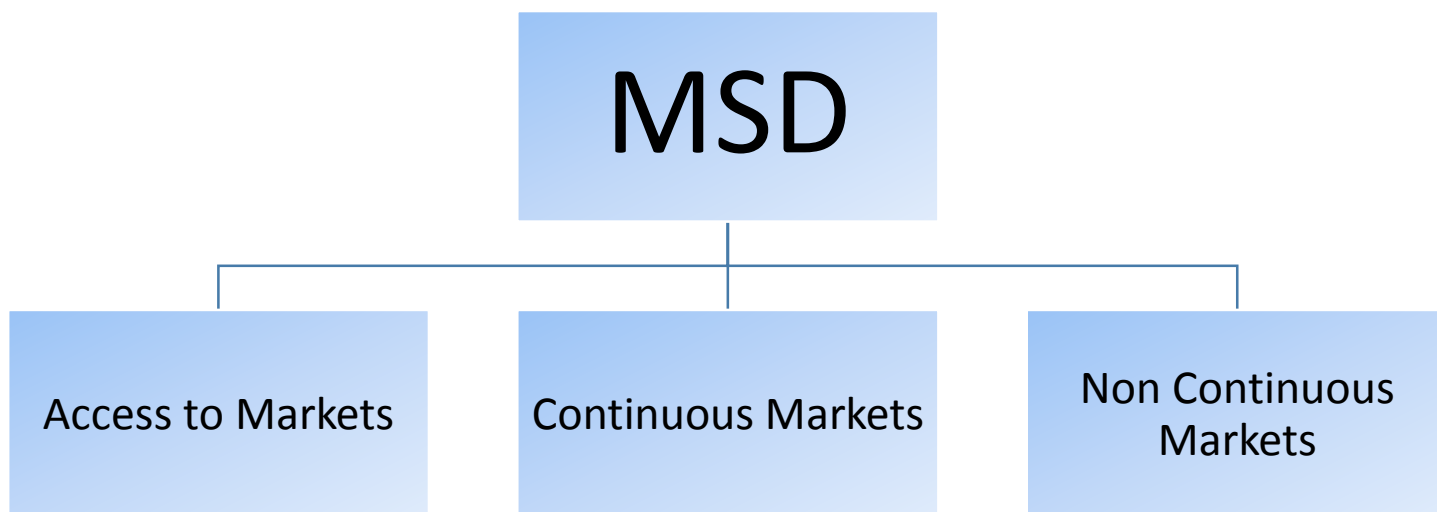
### **Member Service Department (MSD) Services Help Guide**

The Trade helpdesk (Toll free no.1800 266 0053) 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.



## 1. Access to Markets

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

## 2. Continuous Markets- Order and Trade Matching Markets

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

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

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

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|  |  | <ul style="list-style-type: none"><li>➤ Assistance on operational guidelines</li><li>➤ API</li><li>➤ SIP registration</li></ul> |
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