

**Chapter 17**  
**Investors' Services Fund**

- 17.1** The Exchange shall establish a separate fund called Investors' Services Fund by setting aside twenty percent of the annual listing fees or such percentage of the listing fees, as may be stipulated by SEBI from time to time. This Fund shall be used for the purposes of providing different kinds of services to the investing public.
- 17.2** The Exchange shall have at least one Investor Service Centre at the place where the Exchange is located for the benefit of the public/investors.
- 17.3** The Investor Service Centre shall provide such number of newspapers and periodicals, as may be specified by SEBI / Exchange, with at least one in the regional language.
- 17.4** The Investor Service Centre shall provide a facility for dissemination of information about companies, including annual reports, financial and other important information through electronic media by providing view terminals with restricted access and with a facility to take copies on payment of a reasonable fee.
- 17.5** The Investor Service Centre shall provide a facility for receiving/recording investors' complaints/claims and provide acknowledgement slips with distinct numbers generated through the electronic system put in place by the Exchange for this purpose, which shall be capable of maintaining and updating the status of such investors' complaints/claims.
- 17.6** The Investor Service Centre shall provide counselling service to the investors to assist the investors to know the steps they need to take before entering into any arrangement to buy and/or sell a security through a trading member or a sub-broker on the Exchange.

- 17.7** The Investor Service Centre shall have reasonable infrastructure facilities of trained staff, telephone, sitting place, printing machine, Xerox machine, etc.
- 17.8** The Investor Service Centre shall provide published materials of the Exchange as well as magazines for the reference by the investors.
- 17.9** The Investor Service Centre shall provide view terminals displaying prices of the scrips on real-time basis for the benefit of the investors.
- 17.10** The Investor Service Centre shall maintain books on relevant laws, financial analysis, market trend analysis, etc. for reference by the investors.
- 17.11** The stock exchange, having a market share of more than twenty percent of the total turn over in the equity market across all stock exchanges as at the end of the latest financial year published by SEBI, shall provide the above facilities at at least at five Investor Service Centres and the stock exchange having a turn over upto twenty percent of the total turn over in the equity market across all stock exchanges, shall have at least one Investor Service Centre.
- 17.12** A list of Investor Service Centres opened by the Exchange shall be published on the Website of the Exchange, communicated to SEBI from time to time and also published in a widely circulated national daily, at least once in every calendar quarter.