

FAQ

1. Electronic Delivery Instruction Slip or eDIS is a facility which allows you to sell shares when you have not submitted your Power of Attorney (POA).

Please note: You can only sell the stocks which are holdings in Goodwill Demat account. You may submit your POA to ensure a seamless trading experience.

2. How do I avail of the eDIS facility?

Ans. eDIS is activated by login to our eDIS Portal by the customers who have not submitted their POA.

3. Is this facility available to all account holders?

Ans. eDIS facility is available only to Demat accounts which are in single name. It is not available to Demat account holders with joint names and NRI Demat accounts.

4. Why do I need to authorize a transaction to sell scrips that I own?

Ans. In the absence of POA, without eDIS authorization (on the day of the transaction or before that), you will not be allowed to place a sell order.

5. Is eDIS applicable for intraday transactions as well?

Ans. eDIS is only applicable for delivery-based transactions for shares in your Demat account.

6. What is the maximum validity (number of days) period up to which I can authorize eDIS?

Ans. The validity for the eDIS Authorisation is only for the particular day. A Fresh request need to be initiated for the next day

7. Can I sell first and authorize later?

Ans. After the eDIS authorisation , Customer will able to sell the stock after 20 Minutes from his Terminal

8. What happens to the scrips which I have authorized and on which there is a corporate action?

Ans. The Depository, i.e. CDSL will cancel such authorization.

9. What is BOID/Demat account number and where can I find mine?

Ans. BOID or Beneficiary Owner Identification Number is a 16-digit number used to identify your Demat account, which is unique for every client. The first 8 digits are the Depository Participant ID, and the last 8 digits are the client ID with the DP. You can find it on the eDIS authorization screen on the web portal as well as the mobile app.

10. Do I have to sell the entire authorized quantity within the stipulated time selected?

Ans: Authorization is only a declaration of the scrips with the quantity that you wish to sell within a stipulated time. You reserve the right to sell only a partial quantity OR not sell at all, even after the authorization has been given for the concerned equities.

11. What happens after the validity of my authorization expires?

Ans: Once your authorization has expired, you are required to authorize again.

12. Can I sell shares without an authorization?

Ans: You will not be allowed to sell shares without an authorisation.

13. How can I execute a regular sell without giving authorization?

Ans: You need to submit your POA either at the nearest branch OR courier it to our DP department.

14. If I have submitted the POA, will the eDIS feature be available for my account?

Ans: Once the POA is received and registered in the Demat account, the eDIS functionality will be discontinued for your trading account.

15. Will I be able to buy shares without pre-authorization?

Ans: eDIS authorization is not required for buying shares, but only for the 'sell' transactions.

16. Can I only authorize equity quantities available in my Demat balance, or am I allowed to authorize more than what is available in my Demat holdings?

Ans: You can authorize only those equity quantities that are present in your Demat.

17. Can I revoke my Power of Attorney and use the eDIS functionality of sell transactions?

Ans: You cannot revoke the existing POA to avail the eDIS functionality.

18. What is CDSL TPIN?

Ans: TPIN is an authorization code generated by CDSL respectively, using which the customer validates/authorises the transaction.

19. How do I authorize my transaction from my Demat account?

Ans: CDSL Demat holder needs to authorize transactions with the help of TPIN and OTP generated/provided by CDSL. Without these, one cannot proceed with any 'sell' transactions.

20. How many digits will the TPIN be?

Ans: The TPIN will be of 6 digits.

21. How will I get my TPIN?

Ans: You will get the TPIN on your email id and mobile number as registered with Depository Participant from CDSL.

22. What is the validity of my TPIN?

Ans: TPIN is valid until the same is reset by the Demat account holder.

23. Will I get a new TPIN every time I authorize a transaction?

Ans: TPIN generation is a one-time activity, just like the password. You will have to use the same TPIN every time you authorize a transaction until you change it on the respective Depository's portal.

24. What if I enter a wrong TPIN?

Ans: If you enter a wrong TPIN you will not be allowed to authorize transactions. On entering an incorrect TPIN thrice consecutively, your existing TPIN will become invalid, and you will need to generate a new one.

25. How can I authorize my holdings from my Demat account?

Ans: For CDSL you will be able to authorize your entire holdings at once.