

m-CaMS (Capital Market Solutions) Documentation

Developed by the Royal Securities Exchange of Bhutan (RSEB)

1. Introduction

m-CaMS is a mobile trading application designed by the Royal Securities Exchange of Bhutan (RSEB) to enable investors to trade equities, debts, and other financial instruments on the Bhutanese stock market. The app aims to simplify stock market participation by offering real-time trading and market data.

Purpose:

- Enhance accessibility to Bhutan's capital markets.
- Provide a user-friendly platform for executing trades and monitoring investments.
- Encourage wider public participation in the stock market.

Target Audience:

- Individual and institutional investors.
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2. System Requirements

- **Android:** Download via [Google Play Store](#).
 - **iOS:** Download via [Apple App Store](#).
 - **Internet Connection:** Required for real-time market updates and order execution.
 - **Brokerage Account:** A Central Depository (CD) account must be created with a licensed Bhutanese brokerage firm.
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3. Downloading and Installing m-CaMS

3.1 For Android Users:

1. Open the **Google Play Store**.
2. Search for "**m-CaMS**".
3. Click "**Install**" to download.

3.2 For iOS Users:

1. Open the **Apple App Store**.
 2. Search for "**m-CaMS**".
 3. Click "**Get**" to download.
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4. Registration and Account Setup

4.1 Prerequisites:

- A valid **CD Account Number** (provided by your brokerage firm).
- Mobile number or email linked to your CD account.

4.2 Steps to Register:

1. Open the m-CaMS application on your device and click Register on the bottom navigation of the application.
2. Select **"New Application"** if you are not registered.
3. Enter your **CID** and select your registered Broker.
4. Click on **"Load"**
5. Create a **secure password**.
6. Verify your identity via OTP sent to your registered mobile/email.
7. Pay a sum of 500Nu via payment gateway.
8. Log in using your credentials (**Username** and **Password**) on the mobile app.

4.3 Annual Renewal m-cams

- Users have to renew their m-CaMS account annually if they want access to trading.
- A renewal fee of 500 Nu (Bhutanese Ngultrum), equivalent to the initial registration charge, applies.
- Steps to Renew:
 1. Open the m-CaMS application on your device and click Register on the bottom navigation of the application.
 2. Select **"Renewal"** for your renewal process.
 3. Enter your **Username** and select your registered Broker.
 4. Confirm your CD account details.
 5. Pay the 500 Nu fee via integrated payment gateways
 6. Renewal confirmation will be sent via email/SMS.
- Failure to payment will result in suspended trading access until payment is completed.

4.4 Password Reset/Forgot Password

If you forget your password, follow these steps to reset it:

1. Open the **m-CaMS application** on your device.
2. On the login screen, click on **"Forgot Password"**.
3. Enter your **CID (Citizen Identity Number)**.
4. Click on **"Reset"**.
5. You will receive an **email** with a random password generated to your **registered email address**.

6. Login to your m-cams application using the generated password.
7. You will have to create a **new secure password** and confirm it.
8. Log in to the m-CaMS application using your new credentials.

5. Key Features and Functionality

5.1 Home

- **Overview:** Displays average price of top 5 traded symbols, Bhutan Stock Index, buying exposure, and number of shares you have.
- **Quick Access:** Shortcuts to trading, market data, and account settings.

5.2 Order Management

- **Placing a Buy Order:**
 - Navigate to **"Order Manager"** > Select side **"Buy"**.
 - Search for the desired symbol.
 - Enter **volume** and **price per share**.
 - Confirm and click on the order button.
 - Now wait for your order to get matched in the market.
- **Placing a Sell Order:**
 - Navigate to **"Order Manager"** > Select side **"Sell"**.
 - Search for the desired symbol.
 - Enter **volume** and **price per share**.
 - Confirm and click on the order button.
 - Now wait for your order to get matched in the market.
- **Modify/Cancel Orders:**
 - Pending orders can be edited or canceled before execution under **"Pending Orders"**.

5.3 Executed Orders

- View details of completed trades, including date, price, and transaction fees.

5.4 Market

- **Live Data:** Real-time stock prices, indices (e.g., BSI), and trading volumes.
- **Charts:** Analyze trends with charts.

5.5 Listed Companies

- Access company profiles, financial statements, dividend history, and news.

6. Additional Features

6.1 Notifications & Alerts

- Custom alerts/emails for successful trade

6.2 Reports & Statements

- Download monthly statements, tax reports, and trade confirmations.

6.3 Account Settings

- Update personal details, change passwords.
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7. Troubleshooting and Support

7.1 Common Issues

- **Forgot Password:** Use “Reset Password” on the login page.
- **Login Failure:** Ensure correct credentials and stable internet.
- **Order Not Executed:** Check if the bid/ask price matches market conditions.

7.2 Contact Support

- **Email:** rseb@rsebl.org.bt
 - **Phone:** +975-02-323849
 - **Website:** www.rsebl.org.bt
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8. User Resources

- **FAQs:** Visit the Royal Securities Exchange of Bhutan’s [FAQ page](#) for m-CaMS queries.
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9. Trading Hours

The Bhutanese stock market operates **24/7** but closes temporarily for trade execution processing at specific intervals. Below are the **market closure periods** in Bhutan Standard Time (BST):

Closure Window	Trade Execution Time
9:55 AM – 10:05 AM BST	10:00 AM BST
10:55 AM – 11:05 AM BST	11:00 AM BST
11:55 AM – 12:05 PM BST	12:00 PM BST
1:55 PM – 2:05 PM BST	2:00 PM BST
2:55 PM – 3:05 PM BST	3:00 PM BST

Key Notes:

- The market is **closed** during the 10-minute windows listed above to process batch executions at the specified trade times (e.g., 10:00 AM, 11:00 AM).
- **Outside these closure periods**, trading is available **24/7**.
- Orders can be placed at any time but will only execute during the **next available trade window** (e.g., orders placed after 10:05 AM BST will queue for the 11:00 AM BST execution).

Market Holidays

- The market remains open on Saturdays, Sundays, and government holidays as per the Bhutanese calendar.
 - However, trade execution will not occur on these non-working days. Orders placed during non-working days will queue and execute during the next available working day trade window.
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10. Settlement Cycle (T + 2)

Trades on the Bhutanese stock market follow a **T + 2 settlement cycle**, where "T" is the trade date. Below is the detailed workflow:

Day	Activity	Description
T (Trade Day)	Trade Execution	Order is matched and executed on the exchange.
T + 0	Trade Confirmation	User receives an email confirmation of the trade.
T + 1	Broker Settlement	Broker initiates monetary transactions:
	- For buy orders : Funds are debited from the investor's account and sent to the settlement bank.	
	- For sell orders : Shares are blocked in the investor's CD account.	
T + 2	Final Settlement	- Shares are credited to the buyer's CD account.
	- Funds are transferred to the seller's bank account.	
	- Trade is fully settled.	

Key Notes:

- Investors must ensure sufficient funds/shares in their accounts by **T + 1** to avoid penalties.
- Failed settlements may result in fines or trade cancellation.
- Dividends and corporate actions are processed post-settlement.

11. Updated Conclusion

m-CaMS streamlines participation in Bhutan's capital markets by offering real-time trading, scheduled trading hours, and a transparent T + 2 settlement cycle. Investors can trade confidently with structured timelines and automated confirmations.

12. Terms and Conditions

By registering or signing in to m-CaMS, you agree to the following terms and conditions:

12.1 General Terms

- The Online Trading Service is provided for personal use only.
- All trades executed via m-CaMS are subject to the terms and conditions set by RSEB and relevant Bhutanese laws.

12.2 User Responsibilities

- Maintain confidentiality of your Logon ID and passwords.
- Ensure adequate funds (for buyers) or securities (for sellers) are available before placing orders.
- Notify RSEB of any changes to your email address for electronic notifications.

12.3 Settlement Cycle

- Trades follow a **T + 2 settlement cycle**:
 - **T + 0**: Trade confirmation sent via email.
 - **T + 1**: Broker initiates monetary transactions.
 - **T + 2**: Securities are credited to the buyer's account, and funds are transferred to the seller.

12.4 Disclaimers

- RSEB does not guarantee the accuracy, timeliness, or completeness of information provided on m-CaMS.
- In case of system failures, clients must route orders through their respective brokers.

12.5 Grievance Redressal

- RSEB will promptly address and resolve client grievances related to m-CaMS.

12.6 Electronic Notifications

- By providing an email address, you authorize RSEB to send trade-related notifications electronically.
- Opt-out options are available for clients who do not wish to receive electronic notifications.

12.7 Risk Disclosure

- Trading in securities involves risks. This document does not cover all risks or provide financial advice.

For detailed terms and conditions, visit www.rsebl.org.bt.

Download Links:

- [Android](#)
- [IOS](#)

For queries, contact RSEB support at rseb@rsebl.org.bt or +975-02-323849.

This integration ensures clarity on market timings and settlement procedures, critical for both new and experienced investors.