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**NATIONAL COMMODITY CLEARING LIMITED**

Circular to all Members and Participants

Circular No. : NCCL/LOGISTICS-002/2019

Date : January 17, 2019

Subject : Escalation procedure for handling complaints relating to Logistics and Warehousing matters

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Reference is invited to circular no. NCCL/CLEARING-001/2018 dated September 24, 2018 on Commencement of Operations by National Commodity Clearing Limited (NCCL) and circular no. NCCL/CSG-001/2018 dated September 26, 2018 on contact details of Customer Service Group of NCCL. Reference is also drawn to circular no. NCCL/LOGISTICS-001/2019 dated January 1, 2019 notifying the customer service details of the Warehouse Service Providers (WSP).

**A. Queries / Complaints relating to Logistics and Warehousing matters**

Pursuant to transfer of clearing & settlement functions from NCDEX to NCCL, Logistics and Warehousing related matters are managed by NCCL. As already notified in the circular dated September 26, 2018 under reference, for all queries / complaints relating to Logistics and Warehousing matters, participants can get in touch with the Customer Service Group on following Toll Free Number and E-mail id:

<b>Toll Free Number</b>	1800 266 6007
<b>E-mail id</b>	<a href="mailto:contactus@nccl.co.in">contactus@nccl.co.in</a>

**B. Escalations and Grievance Redressal Cell for Logistics and Warehousing matters**

In our continued efforts to improve our service to participants, a process for handling escalations of complaints and queries is being implemented. Our endeavour is to provide with first contact resolution to the satisfaction of the concerned participant. Participants are requested to follow the steps given below for resolution:

**Step 1:**

Submit the complaint to the customer service group of the concerned WSP with a copy to Customer Service Group of NCCL, as advised in circular no. NCCL/LOGISTICS-001/2019 dated January 1, 2019. The contact details of the Customer Service Groups of WSPs have been provided in the said circular.

**Step 2 (Escalation Level 1):**

If the issue complained of does not get resolved or in the event the resolution provided is not satisfactory, the participant/complainant may call / forward the details to:

<b>Contact Number</b>	7304555144 or 7304555145
<b>E-mail id</b>	<a href="mailto:wgc@nccl.co.in">wgc@nccl.co.in</a>

**Step 3 (Escalation Level 2):**

If the resolution provided at the first level of escalation as above is not satisfactory, the concerned participant may write to: **coo@nccl.co.in**

All participants are requested to ensure that following details are provided while forwarding their complaints as at escalation levels 1 and 2 above:

- Registered client id (UCC):
- Name of client:
- PAN:
- Mobile Number:
- Valid Ticket Reference Number (provided when an escalation e-mail is received at NCCL-CSG):
- Date of lodging the complaint with WSP:

Participants are advised to take note of the above for reference.

For and on behalf of  
**National Commodity Clearing Limited**

Hemant Singhvi  
Chief Operating Officer

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For further information / clarifications, please contact

1. Customer Service Group - Phone Nos. 1800 266 6007
2. Customer Service Group by e-mail to: [contactus@nccl.co.in](mailto:contactus@nccl.co.in)