



# NCDEX

Pragati ka Solid Exchange

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## GRIEVANCE / COMPLAINT REGISTRATION FORM

### A. \*General Information

Complaint Against  Member  Client  Exchange

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ PIN: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Mobile no.: \_\_\_\_\_ Phone No. \_\_\_\_\_

PAN No.: \_\_\_\_\_ Client (UCC) ID: \_\_\_\_\_

Email ID: \_\_\_\_\_

### B. NERL Account Information

CP Name.: \_\_\_\_\_

CPID: \_\_\_\_\_ Client ID: \_\_\_\_\_

### C. Bank Account Detail

Bank Name.: \_\_\_\_\_ Branch Address: \_\_\_\_\_

Bank A/c No: \_\_\_\_\_ IFSC Code: \_\_\_\_\_

### D. \*Opposite Party Detail

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ PIN: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Mobile no.: \_\_\_\_\_ Phone no (if any).: \_\_\_\_\_

Contact Person Name: \_\_\_\_\_ Member PAN No (if any).: \_\_\_\_\_

\*Whether disputed trade is IBT (Internet Based Trading)? \_\_\_\_\_



**\* Nature of Complaint:** [please tick (☐) in relevant box]

non-receipt/ delay of Account statement;	
Charges- Excess brokerage charged, any other charges	
Unauthorized trades	
Closing off/squaring up of position without consent	
Non-receipt/ delay of bills;	
Closure of account/ branch;	
Technological issues;	
Shifting/closure of branch without intimation;	
Improper service by staff;	
Freezing of account;	
Alleged debit in trading account;	
Contact person not available in member's office	
Service Related	
Other	

**\*Statement of Claim (along with calculation of claim):** Rs. \_\_\_\_\_

**\*List of document enclosed with the complaint (please tick relevant box)**

(i) Contract Notes	
(ii) Bills / Invoices	
(iii) Statement of Account	
(iv) Copy of Ledger (NCDEX only)	
(v) KYC document, if available with the complainant	
(vi) All forms of correspondence with the trading member prior to filing the complaint (for correspondence received/sent from/to the trading member post complaint filing, please share them as and when they are received/sent)	
(vii) Any other documents in support of your claim (pl. write in below)	

**\*Details of grievance/ complaint**

- Date of last trade/transaction through member: \_\_\_\_\_
- Date on which grievance/complaint has arisen: \_\_\_\_\_
- Copy of Letter/email correspondence between disputing parties: \_\_\_\_\_



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**\* Detailed Description of the complaint:**

**Additional Information (If any)**

I, the complainant, do hereby acknowledge that all the information provided in this complaint form are true to my knowledge, belief and understanding and no part of it, intentionally or otherwise, has been concealed and/or misrepresented thereof.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

(Complainant Signature)

\*\* Note: Kindly furnish copies of documents relied on for the present complaint.