



NCDEX

Pragati ka Solid Exchange

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;	
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.