
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED

Circular to all the members of the Exchange

Circular No : NCDEX/COMPLIANCE-055/2024

Date : July 23, 2024

Subject : Facility of voluntary freezing/blocking of Trading Accounts by Clients

This has reference to SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 on "Ease of Doing Investments by Investors - Facility of voluntary freezing/blocking of Trading Accounts by Clients" and Exchange Circular No. NCDEX/COMPLIANCE-025/2024 dated April 09, 2024 on "Framework for Trading Members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients".

Vide the aforesaid circulars, trading members have been advised to formulate the policy in line with the framework prescribed by the Exchange and members were also advised to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients with effect from July 01, 2024.

The Exchange has made necessary provision in NCFE portal to submit the status of compliance by the trading members to the above-mentioned requirements and procedure for submission of the same has been explained in user manual attached as Annexure A.

The members are required to submit the aforesaid details through NCFE portal of the Exchange in below mentioned module: Compliance → Voluntary Freezing/Blocking

The trading members are required to submit the compliance latest by July 31, 2024.

Members are advised to take note of the contents of the Circular and comply.

For and on behalf of

National Commodity & Derivatives Exchange Limited

Pranesh Shetty

Vice President – Inspection & Enforcement

For further information/clarifications, please contact

1. Customer Service Group on toll free number: 1800 26 62339
2. Customer Service Group by e-mail to : askus@ncdex.com

User Manual for Submission

Click on the Compliance Tab → Voluntary Freezing/Blocking

The Member can complete the submission in the following ways: -

I. In case the provision of SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and Exchange Circular No NCDEX/COMPLIANCE-025/2024 dated April 09, 2024 is not applicable.

- Select '**Not Applicable**', select '**Declaration**' and click on '**Submit**' button.

II. In case where the framework is applicable to the member, but member has not complied with the provisions of the SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and Exchange Circular No NCDEX/COMPLIANCE-025/2024 dated April 09, 2024.

- Select '**Applicable**', select status '**Not Complied**', select '**Declaration**' and click on '**Submit**' button.

III. In case member has complied with provisions of the SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and Exchange Circular No NCDEX/COMPLIANCE-025/2024 dated April 09, 2024.

- Select '**Applicable**', select status '**Complied**'
- Further select minimum two modes that have been provided to the clients to place the request to freeze/block the trading account and fill in the details in the space provided below.

Entry
Email from registered E-mail ID
SMS from registered mobile number
IVR/Tele calling
Chatbot
Trading Member's Application
Website
Any other legally verifiable mechanism

- Once the relevant details pertaining to the modes of communications are filled by the member, the member is required to upload the "Policy document" (Document shall be uploaded in PDF/JPG/JPEG Format) and click on 'Submit' button to complete the submission process.

In case of successful submission, a message of 'Declaration form for Facility of Voluntary freezing/blocking of Trading Accounts by Clients submitted successfully' would be displayed on the screen and a mail would be received on the email id used for verification.