
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED

Circular to all members of the Exchange

Circular No. : NCDEX/INVESTOR SERVICES-001/2024

Date : January 18, 2024

Subject : Investor Grievance Redressal Mechanism

This is with reference to Exchange circular no. NCDEX/INVESTOR SERVICES-002/2023 dated March 31, 2023 pertaining to Arbitration Mechanism at Exchange and circular no. NCDEX/Investor Services-002/2016/166 dated July 19, 2016 on Investor Grievance Redressal System and Arbitration Mechanism.

SEBI vide circular SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated August 04, 2023 has introduced Online Dispute Mechanism which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

Further, the Exchange, vide circular no. NCDEX/INVESTOR SERVICES-001/2023 dated January 12, 2023 had introduced Online Web based Complaint Redressal System called NEST to facilitate clients and members in filing their complaints, Arbitration on Exchange Platform.

In view of the above, Member and their constituents may file their complaints and register online conciliation and online arbitration for resolution of disputes/complaints on the following portals.

1. SMART ODR - <https://smartodr.in/>
2. NEST - <https://isc.ncdex.com/complaint>

In addition to the above, members and their constituents may also take note of the following Investor Services Centres (ISCs) and NCDEX offices which will continue to offer support to investors for grievance resolution etc;

Investor Services Centres (ISC)

Sr. No.	ISC	Address	Contact telephone number
1	Mumbai	NCDEX Ltd. 1st Floor, Akruti Corporate Park, Near G. E. Garden, LBS Road Kanjurmarg West, Mumbai 400 078	022 - 6640 6789
2	New Delhi	NCDEX Ltd. Ambadeep Building, 18th Floor, 14 Kasturba Gandhi Marg New Delhi - 110001	011 – 23310105

Other offices for investor support are:

Sr.No.	NCDEX Offices	Address	Contact telephone number
1	Indore	National Commodity & Derivatives Exchange Limited 3rd floor, 309, Gold Arcade, Opp. Curewell Hospital, New Palasiya road # 1, Pent House, Indore - 452001 (MP)	0731 - 4999567
2	Ahmedabad	National Commodity & Derivatives Exchange Limited 12 th Floor, 1201 - B, BVR- EK, Opp. Inder Residency Hotel, Ellisbridge, Ahmedabad – 380006, Gujarat	+91 -7935337508
3	Jaipur	National Commodity & Derivatives Exchange Limited Vinayak Heights, 5th Floor, Plot No. 105-106, Gom Defence Colony, Gautam Marg, Vaishali Nagar, Jaipur – 302021, Rajasthan	0141 - 6785400
4	Kolkata	National Commodity & Derivatives Exchange Limited Shrachi Tower, 686 Anandapur, EM Bypass, Kolkata – 700017, West Bengal	033 - 44213500
5	Hyderabad	National Commodity & Derivatives Exchange Limited C/o NCDEX e Markets Limited, Park View Estate, 4 th Floor, Banjara Hills Road No. 2, Opp KBR Park Hyderabad, Telangana- 500034	+91 -8121156977

Members and their constituents are requested to take note of the same.

For and on behalf of
National Commodity & Derivatives Exchange Limited

Smita Chaudhary
 Sr. Vice President– Investor Services

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