
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED

Circular to all members of the Exchange

Circular No. : NCDEX/INVESTOR SERVICES-003/2025

Date : June 11, 2025

Subject : Discontinuation of Online Web based Complaint Redressal System

This is with reference to Exchange circular no. NCDEX/INVESTOR SERVICES-001/2023 dated January 12, 2023, informing about the launch of a Web-based investor grievance redressal portal - NEST (NCDEX Electronic System for Tracking grievance) to facilitate clients and members in filing Complaints, Arbitration and Appellate Arbitration.

Consequently, the Online Dispute Resolution (ODR) platform has been launched by SEBI. With the stabilization of the ODR platform, the Exchange has since discontinued the use of NEST, as updated on its website.

It is reiterated that the members and the market participants may continue to file their grievances through the following modes:

1. SMART ODR - <https://smartodr.in/login>
2. SCORES (<https://scores.sebi.gov.in>)
3. Online complaint through Exchange website - Exchange website at <https://ncdex.com> >> Investor Service >> Investor Grievance >> Online Complaint Registration.
4. by sending an email at the nearest Investor Service Center
5. by sending physical complaint to the nearest Investor Service Center

Members and their market participant are requested to take note of the contents of the circular.

For and on behalf of

National Commodity & Derivatives Exchange Limited

Smita Chaudhary

Sr. Vice President– Compliance/Investor Services Cell

For further information / clarifications, please contact

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 2. Customer Service Group by E-mail to: askus@ncdex.com
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