
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED

Circular to all members of the Exchange

Circular No. : NCDEX/INVESTOR SERVICES-001/2023

Date : January 12, 2023

Subject : Online Web based Complaint Redressal System

In our endeavor to increase the convenience of investors and members for filing complaints and arbitration matters online, the Exchange is pleased to introduce the online complaint filing portal.

The Exchange has launched 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. Some of the salient features of the portal are as follows:

- 1) Registration of Complaints, Arbitration, Appellate Arbitration and Claims against defaulter members through the portal
- 2) Tracking status of complaints
- 3) Providing documents through the portal

Investors can file their grievances by accessing the link <https://isc.ncdex.com> or by visiting the Exchange website at <https://ncdex.com> >> Investor Service >> Investor Grievance >> Complaint Registration Form.

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

Vice President – Arbitration & ISC

For further information, / clarifications, please contact

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