
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED

Circular to all the members of the Exchange

Circular No : NCDEX/COMPLIANCE-086/2024

Date : November 25, 2024

Subject : Submission of ATR on Impersonation and Unauthorised Market Practices

This is with reference to the Exchange Circular no. NCDEX/COMPLIANCE-033/2024 dated April 29, 2024, on the subject 'Advisory on Impersonation and Unauthorised Market Practices', wherein members were advised to actively search the web/social media platforms for possible impersonation of their name regularly and immediately take following actions:

- a. Initiate steps to take down such App/website/social media posts etc. by filing police complaints,
- b. Issue public notices and
- c. Notify clients about-such impersonation findings, guiding them to verify the authentication of offer like asking them to visit official website or tagging official social media handles or calling customer care at email/phone no., etc. and advise clients not to participate/subscribe to any such product/scheme being offered.

Further, Trading Members were requested to report such instances/findings along with action taken to the Exchange at askus@ncdex.com, within 3 days after filing of police complaint.

In this regard, the Exchange is pleased to inform members that the details of the action taken can now be submitted to the Exchange online through NCFE.

Menu: Compliance → Impersonation

The details of such information / data to be provided in this regard has been specified in **Annexure – A**. Kindly note that, henceforth members need not submit the details of impersonation and action taken on email ID as previously provided in the aforesaid circular with immediate effect.

All Members are advised to take note of the same and ensure compliance.

For and on behalf of

National Commodity & Derivatives Exchange Limited

Pranesh Shetty

Senior 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
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Annexure – A

Sr. No.	Particulars	Description and Validation
1	TM Code & TM Name	Dropdown
2	Email Validator	Validation of Email ID provided
3	Date of Impersonation Identified	DD-MM-YYYY Provide Additional date as well, if any
4	Source of Impersonation Identified	Alphanumeric Browse Option : <i>Supporting to be added (Source of Identification), if available</i>
Measures Taken by TM Against Impersonation		
5	Police Complaint filed Date	DD-MM-YYYY <i>Date Should be greater than or equal to Date of Impersonation Identification</i> Provide Additional date as well, if any <i>Date Should be greater than or equal to Date of Impersonation Identification</i>
6	Copy of Police Compliant Acknowledgment	Browse Option : <i>Supporting to be added</i>
7	Public Notice Issued Date	DD-MM-YYYY <i>Date Should be greater than or equal to Date of Impersonation Identification</i> Provide Additional date as well, if any <i>Date Should be greater than or equal to Date of Impersonation Identification</i>
8	Supporting of Public Notice Issued	Browse Option : <i>Supporting to be added</i>
9	Notification sent to all the Investors	Dropdown: Yes Not Applicable (No Retail Clients/PRO Trading Only)
10	Date of Notification sent to all the Investors	DD-MM-YYYY <i>Date Should be greater than or equal to Date of Impersonation Identification</i> Provide Additional date as well, if any <i>Date Should be greater than or equal to Date of Impersonation Identification</i>
11	Supporting of Notification sent to all the Investors	Browse Option : <i>Supporting to be added</i>
12	Action taken to take down application link /Social Media Channel/Website	Dropdown: Yes Not Applicable
13	Reason for Selecting Not Applicable	Alphanumeric

Sr. No.	Particulars	Description and Validation
		<i>For example: - No Website/No Social Media/No Application/Others(Specify)</i>
14	Date of Action taken to take down application link /Social Media Channel/Website	DD-MM-YYYY <i>Date Should be greater than or equal to Date of Impersonation Identification</i> Provide Additional date as well, if any <i>Date Should be greater than or equal to Date of Impersonation Identification</i>
15	Supporting of Action taken	Browse Option : <i>Supporting to be added</i>
Details of Impersonation		
16	Names of individual's	Alphanumeric Provide the name of Person's involved in Impersonation, if any
17	Names of Entity's	Alphanumeric Provide the name of Entities involved in Impersonation, if any
18	Mobile No's.	Numeric Provide the details of Mobile No./Telephone No. used for Impersonation, if any
19	Email Address	Alphanumeric Provide the details of Email Address used for Impersonation, if any
20	Place(Address)	Alphanumeric Provide the details of Address used for Impersonation, if any
21	Website Details	Alphanumeric Provide the details of Website used for Impersonation, if any Browse Option : <i>Website Supporting to be provided, if available</i>
22	Application's Name	Alphanumeric Provide the details of Application used for Impersonation, if any Browse Option : <i>Application Supporting to be provided, if available</i>
23	Application's URL Link	Alphanumeric Provide the details of Application URL used for Impersonation, if any Browse Option : <i>Application URL Supporting to be provided, if available</i>

Sr. No.	Particulars	Description and Validation
Social Media Handles Used to Impersonify		
24	Whatsapp	Alphanumeric Provide the details/Links of Whatsapp Group's/Channel used for Impersonation, if any Browse Option : <i>Whatsapp Group's/Channel Supporting to be provided, if available</i>
25	Facebook	Alphanumeric Provide the details/Links of Facebook's Group/Channel used for Impersonation, if any Browse Option : <i>Facebook's Group/Channel Supporting to be provided, if available</i>
26	Instagram	Alphanumeric Provide the details/Links of Instagram Group/Channel used for Impersonation, if any Browse Option : <i>Instagram's Group/Channel Supporting to be provided, if available</i>
27	Telegram	Alphanumeric Provide the details/Links of Telegram's Group/Channel used for Impersonation, if any Browse Option : <i>Telegram's Group/Channel Supporting to be provided, if available</i>
28	Youtube	Alphanumeric Provide the details/Links of Youtube's Group/Channel used for Impersonation, if any Browse Option : <i>Youtube's Group/Channel Supporting to be provided, if available</i>
29	Bank Account/UPI used for Impersonation	Below are the details to be mentioned: Name of Person Bank Name Account Number Bank Branch IFSC UPI Link <i>*In case if any one of the field is not available for above mentioned fields, please mention as "NA"</i> Browse Option : <i>Bank Supporting to be provided, if available</i>
30	Any Other Details	Alphanumeric <i>If all other fields are Not Applicable then this field is compulsory</i>

Sr. No.	Particulars	Description and Validation
		Browse Option : <i>Any Other Supporting to be provided, if available</i>
31	TM Remarks, if any	Alphanumeric Browse Option : <i>Any Other Details/Supporting to be provided other than above, if available</i>

Note:

1. All fields are compulsory.
2. Each new complaint should be reported separately.
3. Browse option allows PDF, JPEG, Word Doc., Excel file, PPT
4. Once all the data is "Submitted" no further modification in data is allowed.