

NSE Clearing Limited

(Formerly known as National Securities Clearing Corporation Ltd.)

Investor complaints against NSE Clearing Limited in Commodity derivatives segment

1. Data for February 2023

Sr.No.	Received from	Carried forward from previous month	Received during the month	Total Complaints	Resolved during the month*	Pending at the end of the month**		Average Resolution time^
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL	NIL	NIL
3	Members	NIL	NIL	NIL	NIL	NIL	NIL	NIL
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	Grand Total	NIL	NIL	NIL	NIL	NIL	NIL	NIL

*Include complaints of previous months resolved in the current month, if any.

**Include total complaints pending as on the last day of the month, if any.

^ Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

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2. Month-wise data for the current financial year (2022-2023)

Sr. No.	Month	Carried forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1	April 2022	NIL	NIL	NIL	NIL
2	May 2022	NIL	NIL	NIL	NIL
3	June 2022	NIL	NIL	NIL	NIL
4	July 2022	NIL	NIL	NIL	NIL
5	August 2022	NIL	NIL	NIL	NIL
6	September 2022	NIL	NIL	NIL	NIL
7	October 2022	NIL	NIL	NIL	NIL
8	November 2022	NIL	NIL	NIL	NIL
9	December 2022	NIL	NIL	NIL	NIL
10	January 2023	NIL	NIL	NIL	NIL
11	February 2023	NIL	NIL	NIL	NIL
	Grand Total	NIL	NIL	NIL	NIL

3. Year-wise data (for 5 years on rolling basis)

Sr. No.	Year	Carried forward from previous year	Received	Resolved	Pending
1	2	3	4	5	6
1	2020-21	NIL	NIL	NIL	NIL
2	2021-22	NIL	NIL	NIL	NIL
3	2022-23	NIL	NIL	NIL	NIL
	Grand Total	NIL	NIL	NIL	NIL

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Investor complaints against NSE Clearing Limited for all segments (except Commodity derivatives segment)

1. Data for February 2023

Sr.No.	Received from	Carried forward from previous month	Received during the month	Total Complaints	Resolved during the month*	Pending at the end of the month**		Average Resolution time^
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	NIL	1	1	NIL	1	NIL	NIL
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL	NIL	NIL
3	Members	NIL	NIL	NIL	NIL	NIL	NIL	NIL
4	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	Grand Total	NIL	1	1	NIL	1	NIL	NIL

*Include complaints of previous months resolved in the current month, if any.

**Include total complaints pending as on the last day of the month, if any.

^ Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

2. Month-wise data for the current financial year (2022-2023)

Sr. No.	Month	Carried forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1	April 2022	NIL	NIL	NIL	NIL
2	May 2022	0	1	0	1
3	June 2022	1	0	0	1
4	July 2022	1	0	1	0
5	August 2022	NIL	NIL	NIL	NIL
6	September 2022	NIL	NIL	NIL	NIL
7	October 2022	NIL	NIL	NIL	NIL

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Sr. No.	Month	Carried forward from previous month	Received	Resolved	Pending
8	November 2022	NIL	NIL	NIL	NIL
9	December 2022	NIL	NIL	NIL	NIL
10	January 2023	NIL	NIL	NIL	NIL
11	February 2023	NIL	1	0	1
	Grand Total	1	2	1	1

3. Year-wise data (for 5 years on rolling basis)

Sr. No.	Year	Carried forward from previous year	Received	Resolved	Pending
1	2	3	4	5	6
1	2020-21	NIL	NIL	NIL	NIL
2	2021-22	NIL	NIL	NIL	NIL
3	2022-23	NIL	2	1	1
	Grand Total	NIL	2	1	1