

## NSE Clearing Limited

### Investor complaints against NSE Clearing Limited in Commodity derivatives segment.

#### 1. Data for October 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
	<b>Grand Total</b>	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.

#### 2. Month-wise data for the current financial year (2023-2024)

Sr. No.	Month	Carried forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1.	April 2023	NIL	NIL	NIL	NIL
2.	May 2023	NIL	NIL	NIL	NIL
3.	June 2023	NIL	NIL	NIL	NIL
4.	July 2023	NIL	NIL	NIL	NIL
5.	August 2023	NIL	NIL	NIL	NIL
6.	September 2023	NIL	NIL	NIL	NIL
7.	October 2023	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	NIL	NIL	NIL	NIL

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### 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
4	2023-24	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	NIL	NIL	NIL	NIL

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

#### 1. Data for October 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
	<b>Grand Total</b>	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 (2023-2024)

Sr. No.	Month	Carried forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1.	April 2023	1	NIL	1	NIL
2.	May 2023	NIL	NIL	NIL	NIL
3.	June 2023	NIL	NIL	NIL	NIL
4.	July 2023	NIL	NIL	NIL	NIL
5.	August 2023	NIL	NIL	NIL	NIL
6.	September 2023	NIL	NIL	NIL	NIL
7.	October 2023	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	1	NIL	1	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	2	1	1
4.	2023-24	1	NIL	1	NIL
	<b>Grand Total</b>	NIL	2	2	NIL