

Relevant Extracts of the Agenda of the Meeting of the Governing Board of NSE Clearing Limited held on Wednesday, January 22, 2025

1. Review and approval of the existing NCL Policy on framework for orderly winding down of critical operation and services.

NCL regulatory department has in place various policies which are required to be reviewed periodically in view of the regulatory changes/SEBI circulars or changes in ongoing compliances, process and SEBI requirements. In view of the same, the policies are being placed before the Board for Approval

The policy framework, contain a Standard Operating Procedure (SOP) outlining the manner in which the critical operations and services of NCL shall be carried out in an orderly manner so as to not cause any disruption to the financial system, upon triggering of any of the scenarios which may potentially prevent NCL from being able to provide its critical operations and services as a going concern and may lead to wind down of its critical operations and services.

It is proposed to make the following addition to the policy:

Quote

7. Details of designated employees responsible for development, review, and ongoing monitoring of winding down process

The employees at level Manager and above for Vertical 1, Vertical 2, Secretarial and Accounts department shall be designated employees or staff members who shall be retained and responsible for development, review, and ongoing monitoring etc. of the critical operations and services, once the process of orderly winding down of critical operations and services is initiated.

Unquote

2. To review the investor complaints received, redressed and pending for resolution for the quarter ended December 31, 2024

The details of Investor Complaints along with details of complaints received from other stakeholders such as Clearing members, clearing banks, custodian, depositories and arbitration cases for the quarter ended December 31, 2024 is given below:-

Particulars	ISC complaints for quarter ended December 31, 2024
Pending at the beginning of quarter ended December 31, 2024	3

Received during quarter ended December 31, 2024	157
Disposed off during quarter ended December 31, 2024	156
Remaining unresolved at the end of quarter ended December 31, 2024	4*

**4 unresolved complaints resolved in the month January 2025*

Particulars	Arbitration cases for quarter ended September 30, 2024	Arbitration cases for quarter ended December 31, 2024
Pending at the beginning of quarter	10	9
Received during quarter	0	1
Disposed off during quarter	1	9
Remaining unresolved at the end of quarter	9	1

The Board may kindly take note of the above.