

**Relevant Extracts of the Agenda of the Meeting of the Governing Board of NSE  
Clearing Limited held on Thursday, October 17, 2024**

**1. To take note of Statement of investor complaints received and resolved by the Company for the quarter ended September 30, 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 September 30, 2024 is given below:-

<b>Particulars</b>	<b>ISC complaints for quarter ended September 30, 2024</b>
Pending at the beginning of quarter ended September 30, 2024	0
Received during quarter ended September 30, 2024	1
Disposed off during quarter ended September 30, 2024	1*
Remaining unresolved at the end of quarter ended September 30, 2024	0

\*It may be noted that one complaint against Clearing Member was received on SMART ODR Portal. Further, the Trading Member has requested for Arbitration in the same matter. As the fees is yet to be paid by parties, Arbitration is not yet initiated in the matter.

<b>Particulars</b>	<b>Arbitration cases for quarter ended March 31, 2024</b>	<b>Arbitration cases for quarter ended June 30, 2024</b>	<b>Arbitration cases for quarter ended September 30, 2024</b>
Pending at the beginning of quarter	37	36	10
Received during quarter	0	0	0
Disposed off during quarter	1	26	1
Remaining unresolved at the end of quarter	36	10	9*

\*Intimation was sent to 9 trading members regarding closure of their arbitration as per the instruction of Board. As on October 07, 2024, 6 out of the above 9 arbitration cases have been closed. The remaining 3 are in the process of closure.