

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

**1. Noting of the Statement of investor complaints received and resolved by the Company for the quarter ended September 30, 2024.**

The Board noted that in terms of Regulation 13 (4) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the statement of investor complaints received and resolved by the Company in respect of every quarter was required to be placed before the Board for their information and noting.

The Board noted the following for the quarter ended September 30, 2024, with regard to ISC complaints

| <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.

Further, with regard to arbitration, the Board noted the following:

| <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.

The Board took note of the same.