

**Relevant Extracts of the Agenda of the Meeting of the Governing Board of NSE Clearing Limited held on Friday, August 02, 2024**

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

<b>Particulars</b>	<b>ISC complaints for quarter ended June 30, 2024</b>	<b>Arbitration cases for quarter ended June 30, 2024</b>	<b>Appellate cases for the quarter ended June 30, 2024</b>
Pending at the beginning of the quarter ended June 30, 2024	0	36	0
Received during the quarter ended June 30, 2024	1	0	0
Disposed off during the quarter ended June 30, 2024	1	26	0
Remaining unresolved at the end of the quarter ended June 30, 2024	0	10	0

It was noted that details with respect to ISC cases are in the nature of complaints of trading members/custodial participants received against the clearing member IL&FS Securities Services Ltd. (ISSL). The details with respect to arbitration cases consist of disputes between the trading member and the clearing member ISSL. Pursuant to the amendment carried out in NCL Byelaws, the trading members who have filed arbitration have been advised to refer their complaints to the Grievance Redressal Committee. Out of the 36 arbitration applications received, as on June 30, 2024, 34 trading members have filed complaint forms to refer to Grievance Redressal Committee.