

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

**1. Noting of the Statement of investor complaints received and resolved by the Company for the quarter ended June 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 further noted that, in one of its meetings, it had advised to include in the above statement the complaints received from other stakeholders, such as, clearing members, clearing banks, custodians.

The Board noted that at the beginning of the quarter ended June 30, 2024, there were no complaint pending with the Investor Service Cell, 36 complaints pending where arbitration applications were received from trading members and no arbitration appellate case was pending. During the quarter, NCL received 1 ISC complaint, and no applications for arbitration or appellate arbitration cases were received. The Board also noted that all ISC Complaints were disposed off during the quarter and 10 arbitration complaints remained unresolved at the end of the quarter while no ISC Complaints and appellate cases were outstanding as at the end of the quarter.

The Board also noted that out of the 36 arbitration applications received, as on June 30, 2024, 34 trading members have filed complaint forms to be referred to the Grievance Redressal Committee.

The Board took note of the same.