

INVESTOR CHARTER (COMMODITY)

Mission

- To provide transparent, equitable and reliable markets with timely and accurate information dissemination for investors.
- To provide the highest standards of investor education, investor awareness and investor protection and timely services.

Vision

To provide a safe, equitable, transparent and trusted platform for investors to participate across asset classes with highest standards of integrity for investors.

Business transacted by the exchange wrt investor

The exchange facilitates various products for investors to participate across asset classes viz Commodity Derivatives, Futures, Options and Indices. Details available on the link

<https://www.mcxindia.com/products/> <https://www.mcxindia.com/products/>

<https://ncdex.com/about/ncdex-overview>

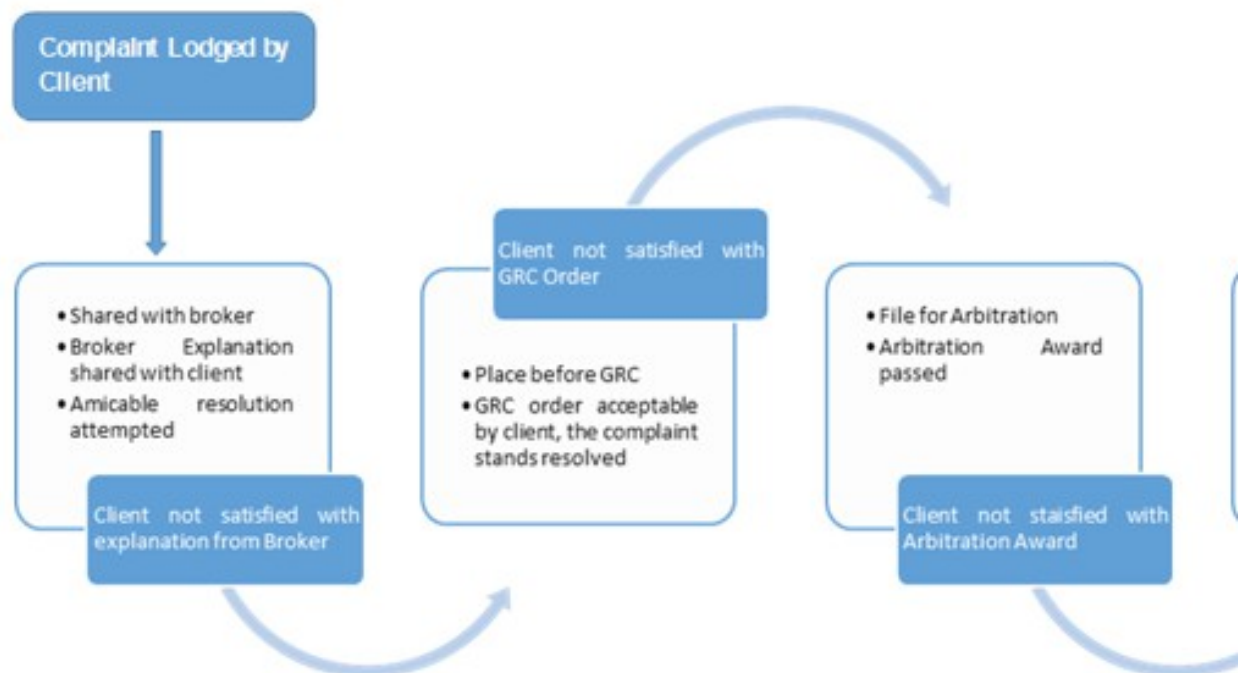
Services provided by the exchange to investor

Exchange provides various services to investors electronically through its online platform and physically through the dedicated investor service centers set for this purpose. Details available on the link. [Click Here](#)

Grievances redressal mechanism

- Mode of filing the complaints: Complaints can be lodged on the Exchange in the following ways:
 - (a) Electronic mode -
 - - (i) Through SCORES (a web based centralized grievance redressal system of SEBI) <https://scores.gov.in/scores/Welcome.html>
 - (ii) Through Respective Exchange's web portal dedicated for the filing of complaint <https://igrs.mcxindia.com/>
 - <https://ncdex.com/grievances>
 - (iii) Email IDs <https://www.mcxindia.com/Investor-Services/grievances/contact-us>
 - (b) Offline mode – Physical- <https://www.mcxindia.com/Investor-Services/grievances/client-complaint-form>
 - https://ncdex.com/downloads/Investors/Grievances/Complaint_form.pdf

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- Regarding documents required for complaint resolution and Multi-level dispute resolution mechanism available at the Exchange.
 - (a) Documents required for complaint resolution:
 - • Complete Account Opening Kit
 - • Contract notes
 - • Ledger statement
 - • Bank statement
 - • Demat transaction statement
 - • Any other document in support of claim
 - (b) Multi-level dispute resolution mechanism available at the Exchange:
 - • Amicable resolution at Exchange level
 - • If no amicable resolution arrived at, matter is referred to Investor Grievance Redressal Committee who are independent entities set up for the compliant resolution.
 - • Arbitration proceedings
 - • Appellate Arbitration proceedings



- Timelines for Complaint Resolution Process at Exchanges

Sr. No	Type of Activity	Expected Timelines for activity
	Against Stock Brokers	
1.	Receipt of Complaint	Day of complaint (C Day)
2.	Additional information sought from the investor, if any, and provisionally forwarded to stock broker	C + 7 Working days
3.	Registration of the Complaint and forwarding to the stock broker	C+8 Working Days i.e. T day
4.	Amicable Resolution	T+15 Working Days
5.	Refer to Grievance Redressal Committee (GRC), in case of no amicable resolution	T+16 Working Days
6.	Complete resolution process post GRC	T + 30 Working Days
7.	In case where the GRC Member requires additional information, complete resolution shall take place within	T + 45 Working Days
8.	Implementation of GRC Order	On receipt of GRC Order, debit the funds of the stock broker
9.	Complainant/ Broker, if not satisfied, by IGRC decision can avail arbitration mechanism	Within 6 months from the date of IGRC recommendation
10.	In case of receipt of arbitration intention	Obtain an undertaking from the client and pay 50% of the award or 2 lakhs whichever is less to the client from the IPFT, in case GRC order is upto Rs. 20 lacs
11.	Arbitration not filed within 6 months from the GRC Order	Obtain Undertaking from the client and Release 50% amount to the client. Replenish 50% amount to the IPF
12.	Completion of arbitration proceedings	Within 4 months from the date of the final appointment of arbitrator
13.	Completion of appellate proceedings	Within 3 months from the date of the final appointment of arbitrator

Rights and Obligations of Investors:

[Rights and Obligations of investors:](#)

<https://ncdex.com/downloads/Investors/Rights%20of%20Investors.pdf>

Guidance pertaining to special circumstances related to market activities: default of Brokers

[Guidance pertaining to special circumstances related to market activities: Default of Brokers](#)

Dos and don'ts – Advisory for Investors

[Dos and Don'ts - Advisory for Investors](#)

- a) Do's of Investing [Click Here](#)
- a) Do's for Grievance Redressal [Click Here](#)
- c Don'ts of Investing [Click Here](#)