RELEVANT EXTRACTS OF AGENDA AND MINUTES EMANATING FROM 128TH MEETING OF THE BOARD OF DIRECTORS OF MULTI COMMODITY EXCHANGE CLEARING CORPORATION LIMITED HELD ON WEDNESDAY, JULY 30, 2025 AT 12.10 P.M.

- **Relevant Extract of Agenda:**

To note the report of the grievances handled by the Grievance Redressal Department and complaints received by the Company for the period from April 26, 2025 to July 15, 2025.

Relevant Extract of Minutes:

NOTING REPORT ON THE GRIEVANCES HANDLED BY THE GRIEVANCE REDRESSAL DEPARTMENT AND COMPLAINTS RECEIVED BY THE COMPANY DURING THE PERIOD FROM APRIL 26, 2025 TO JULY 15, 2025:

…..In view of the aforesaid, the following details, as circulated with the agenda, were placed before the Board.

Period (26-04-2025 to 15-07-2025)	**Opening**	**Received**	**Total**	**Closed**	**Closed within TAT***	**Closed outside TAT**	**Pending**
Complaints	0	3	3	3	3	0	0
Service Related matter	0	0	0	0	0	0	0
Query	0	0	0	0	0	0	0
Total	**0**	**3**	**3**	**3**	**3**	**0**	**0**

*TAT-Turn Around Time

The Board noted that there were three complaints and nil queries during the period from April 26, 2025 to July 15, 2025. The Board also noted that during the period from April 26, 2025 to July 15, 2025, no legal notices were received where MCXCCL was a party to the notice. The Board then noted that there was no query /service-related issue reported during the period from April 26, 2025 to July 15, 2025.

The Board then took note of the details regarding Online Dispute Resolution (ODR) Mechanism, as circulated with the agenda. The Board also noted that the SEBI SCORES portal is tracked on a daily basis, wherein two complaints were received till July 15, 2025, the details of which were circulated with the agenda.

The Board took note of the agenda.

- **<u>Relevant Extract of Agenda</u>:**

  To review and approve the following:

  - Updated Policy for Regulatory Actions version 1.12.
  - Updated Standard Operating Procedure (SOP) for undertaking actions as per Policy for Regulatory Actions' version 1.1.

  <u>Relevant Extract of Minutes</u>:

  REVIEWING AND APPROVING (A) POLICY FOR REGULATORY ACTIONS VERSION 1.12 AND (B) STANDARD OPERATING PROCEDURE (SOP) FOR UNDERTAKING ACTIONS AS PER POLICY FOR REGULATORY ACTIONS' VERSION 1.1.

  ….. Thereafter, the revised Policy in track change mode as well as the rationale for such changes, as circulated with the agenda, was placed before the Board….

  …. The revised SOP for undertaking actions as per Policy for Regulatory Actions in track change mode as well as the rationale for such changes, as circulated with the agenda, were placed before the Board….

  ….The Board considered the same and unanimously approved "Policy for Regulatory Actions – Version 1.12" and "SOP for undertaking actions as per Policy for Regulatory Actions – Version 1.1."…..