RELEVANT EXTRACTS OF AGENDA AND MINUTES EMANATING FROM 138TH MEETING OF THE BOARD OF DIRECTORS OF MULTI COMMODITY EXCHANGE CLEARING CORPORATION LIMITED (MCXCCL) HELD ON WEDNESDAY, MARCH 18, 2026 AT 03.30 P.M.

- **To note the report of the grievances handled by the Grievance Redressal Department and complaints received by the Company for the period from December 01, 2025 to February 28, 2026.**

Relevant Extract of Agenda:

...There were 18 (Eighteen) complaints and 2 (two) queries received during the period from December 01, 2025, to February 28, 2026. Out of 18 (Eighteen) complaints 2 (Two) complaint were received by MCXCCL through SEBI SCORES Portal and 13 (Thirteen) complaints were received…

...During this period there were no legal notices received where MCXCCL was a party to the notice…

…SEBI SCORES portal is being tracked on a daily basis. There were 2 (two) complaints received directly by MCXCCL through SEBI SCORES during the period from December 01, 2025, to February 28, 2026. Action Taken Report (ATR) for the complaint is submitted through the SEBI SCORES portal.

…. The Board is requested to take note of the same.

Relevant Extract of Minutes:

NOTING REPORT ON THE GRIEVANCES HANDLED BY THE GRIEVANCE REDRESSAL DEPARTMENT AND COMPLAINTS RECEIVED BY THE COMPANY FOR THE PERIOD FROM DECEMBER 01, 2025 TO FEBRUARY 28, 2026:

….. In view of the aforesaid, the following details along with details of query /service-related issue, as circulated with the agenda, were placed before the Board.

Period (01-12-2025 to 28-02-2026)	**Opening**	**Received**	**Total**	**Closed**	**Closed within TAT**	**Closed outside TAT**	**Pending**
Complaints	1	18	19	17	17	0	2
Service Related matter	0	0	0	0	0	0	0
Query	0	2	2	2	2	0	0
Total	**1**	**20**	**21**	**19**	**19**	**0**	**2**

The Board noted that there were 18 (Eighteen) complaints and 2 (two) queries received during the period from December 01, 2025, to February 28, 2026. The Board also noted that during the period from December 01, 2025, to February 28, 2026, no legal notices were received where MCXCCL was a party to the notice.

….. The Board also noted that the SEBI SCORES portal is tracked on a daily basis, wherein 2 (two) complaints were received through the said portal during the period from December 01, 2025, to February 28, 2026.

The Board took note of the agenda.

- **To review and approve the updated 'Standard Operating Procedure (SOP) for undertaking actions as per Policy for Regulatory Actions' version 1.3.**

  Relevant Extract of Agenda:

  …The Standard Operating Procedure (SOP) for undertaking actions as per Policy for Regulatory Actions has been reviewed and the updated Standard Operating Procedure (SOP) for undertaking actions as per Policy for Regulatory Actions (in track mode) as placed before the Member Committee at its meeting scheduled to be held on March 17, 2026 is placed as Annexure A and rationale for such changes is placed as Annexure B…

  ….. The Board is requested to review and approve the updated Standard Operating Procedure (SOP) for undertaking actions as per Policy for Regulatory Actions' version 1.3, with modifications, if any.

  Relevant Extract of Minutes:

  REVIEWING AND APPROVING STANDARD OPERATING PROCEDURE (SOP) FOR UNDERTAKING ACTIONS AS PER POLICY FOR REGULATORY ACTIONS -VERSION 1.3:

  ….. The said 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 recommendation of the Member Committee and approved the Standard Operating Procedure (SOP) for undertaking actions as per Policy for Regulatory Actions – Version 1.3.