COMPLAINT REGISTRATION FORM

1. General Information

A. Personal Details:

Name of the Complainant _____

Correspondence Address _____

(Provide complete address) _____

_____ Pin code _____

City _____ State _____

Telephone no. _____ Mobile no. _____

E-Mail id _____

Permanent A/c No.(PAN) _____

2. Your complaint against: *(please tick appropriate box)*

☐ Clearing Member (CM) ☐ Warehouse Service Provider (WSP) ☐ Vault Service Provider (VSP)

Name: _____

3. Nature of Complaint

Sr. No.	Nature of Complaint	Tick the applicable
1.	Non-receipt of money/commodities/other collaterals given to CM	
2.	Non-receipt of funds/commodities after settlement of a contract, from CM	
3.	Quality and Quantity related issues against WSP/VSP, after having passed through the Clearing and Settlement Mechanism	
4.	Technology related issues and cybersecurity related issues pertaining to MCXCCL	
5.	Others, please specify.	

4. Value of Claim (Provide the calculation/ break up of claim value): Rs. _____

5. List of documents enclosed with the Complaint:

(i) (iv)

(ii) (v)

(iii) (vi)

6. Details of Complaint taken up with CM/WSP/VSP:

i) Date on which complaint taken up with CM/WSP/VSP: _____

ii) Copies of correspondence with the CM/WSP/VSP attached: Yes / No

7. Details Description of the complaint:

- In case of any additional information to be provided, the same shall be attached as supplement to this CF

Place : _____

Date : _____ Complainant's Signature

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List of enclosures required to be attached with complaint registration form:

1 Copies of Know Your Depositor (KYD)/ Depositor Transaction Declaration (DTD)/bills/invoices issued pertaining to the transaction under dispute.
2 Copy of proof of delivery (for commodity delivered by the complainant) - If the complaint pertains to transactions related to delivery.
3 Copies of letters/correspondence written to and reply if any, received in respect of your complaint.
4 Any other documents/ details relevant w.r.t the complaint

Guidelines for filling the complaint registration form

1 Please submit the complaint in the prescribed format with complete details OR send scanned copy by email to MCXCCL at grievance@mcxccl.com.
2 Please furnish photocopies of relevant documents. Originals are not required to be submitted with the complaint form.
3 Incomplete forms or complaints not supported with relevant details/documents may not be considered.
4 In case of subsequent correspondences, kindly quote date and reference number of the letter sent by MCXCCL.

All Complaints may be forwarded to the Investor Service Cell, Mumbai office address as under:

Multi Commodity Exchange Clearing Corporation Limited
"Exchange Square",
Suren Road, Chakala,
Andheri (East),
Mumbai – 400 093