

National Stock Exchange Of India Limited**Department: INVESTOR SERVICES CELL**

Download Ref No: NSE/ISC/56274

Date: April 05, 2023

Circular Ref. No: 08/2023

To All Members

Sub: Integration of investor complaints

With a view to monitor the complaints received by the Trading Members from their Investors, it has been decided that the details of all such direct complaints shall now be disclosed by the trading member to the Stock Exchanges.

In view of the above, the trading members are required to submit the details of the direct complaints received by them (through any channel) in the format enclosed as **Annexure A**, on monthly basis, through 'NICEPlus' application available on Member Portal.

Path for submission of the complaints is provided below:

- Member Portal → Services → NSE Investor Centre → NICEPlus →
Complaints by TM → Upload complaint details

Trading Members are requested to upload the details of all complaints pending as on March 31, 2023, along with complaints received by them during the month of April 2023, by May 07, 2023. Subsequently, the details of complaints shall be submitted on monthly basis within seven days of the subsequent month.

Further, in circumstances wherein there is no opening balance of complaints at the beginning of the month and no complaints are received during the month, the trading members are requested to select 'Nil submission'.

This circular shall be effective from May 01, 2023.

All members are advised to take note of the above and ensure strict adherence to the compliance requirements.

**For and on behalf of
National Stock Exchange of India Limited**

**Shanti Idnani
Associate Vice President**

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