



Circular No: MCX/ISD/638/2022

November 10, 2022

Investor Charter – Escalation Matrix

This is with reference to circular no. MCX/ISD/758/2021 dated December 07, 2021 on Publishing Investor Charter and Disclosure of Investor Complaints by Members on their websites wherein in order to facilitate investor awareness and bring transparency in the Investor Grievance Redressal Mechanism, the Members were advised to publish Investor Charter and disclose the Investor Complaints on their respective websites.

An effective grievance procedure ensures an amiable work environment, as it redresses the grievance to mutual satisfaction and helps the management to frame policies and procedures, in line with the regulations.

To further strengthen the process of handling Investors Grievances, Members are advised to take the below measures:

- a) Multiple modes of communication should be made available to the investors, with a view to ensure seamless process in raising the complaints.
- b) Strengthen the complaint redressal mechanism by hiring qualified / dedicated trained resource, impart adequate trainings for better handling and suitable closures.
- c) Investor Grievances escalation matrix to be explicitly displayed on the website and mobile application under the 'Contact Us' page. The 'Contact Us' link should be placed on the index/homepage of the website. Upon clicking the same, it should display the detail as shared in the **Annexure A**.
- d) Escalation matrix should also be a part of the complaint redressal communications between the members and investors.
- e) Acknowledgment should be sent to the investor, once the grievance is received / escalated / resolved and should state the Service ticket / Complaint reference number in it.
- f) Members, who are also a Depository Participant, shall provide separate escalation matrix for Demat related queries. In case they have a common grievance handling unit, they may display the common Escalation matrix as stated under point 'C'.
- g) Enhance Investor education vide educational videos, webinars etc.
- h) Provide regular updates to investors on changes in rules/regulations through support portals.
- i) Details of services provided to clients may be displayed on homepage of the website.

- j) Automate procedural requirements by online submission and acceptance of forms & KYC related matters.
- k) Regular system audits to reduce the occurrence of technical issues and downtimes.

Members are advised to ensure the compliance of the above-mentioned requirement and provide a confirmation of the same to MCX on or before **December 01, 2022**. Information regarding submission of confirmation by members will be communicated separately.

It may be noted that the non-compliance of the aforementioned requirement shall invite disciplinary action(s)/penalty. The details of the same shall be informed subsequently.

Trading Members are advised to take note of the above and **ensure strict adherence** to the compliance requirements.

Rashmi Nihalani
Vice President - ISD & IPF

Encl: As above

For any clarification, kindly contact customer support on 022 – 6649 4040 or send an email at customersupport@mcxindia.com.

Annexure A

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care					
Head of Customer care					
Compliance Officer					
CEO					

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchange at <https://www.mcxindia.com/Investor-Services> . Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

Note:

- Please mention working hours of each escalation level (eg. Mon-Sat; 9:00 am to 12:30 pm and 2:00 pm to 6:00 pm).
- Same contact number shall not be mentioned for more than one or all escalation levels.
- Contact numbers mentioned shall be handled by the escalated person.
- Ensure the contact numbers mentioned are reachable.
- Ensure IVRS allows caller to reach the desired escalated level.