

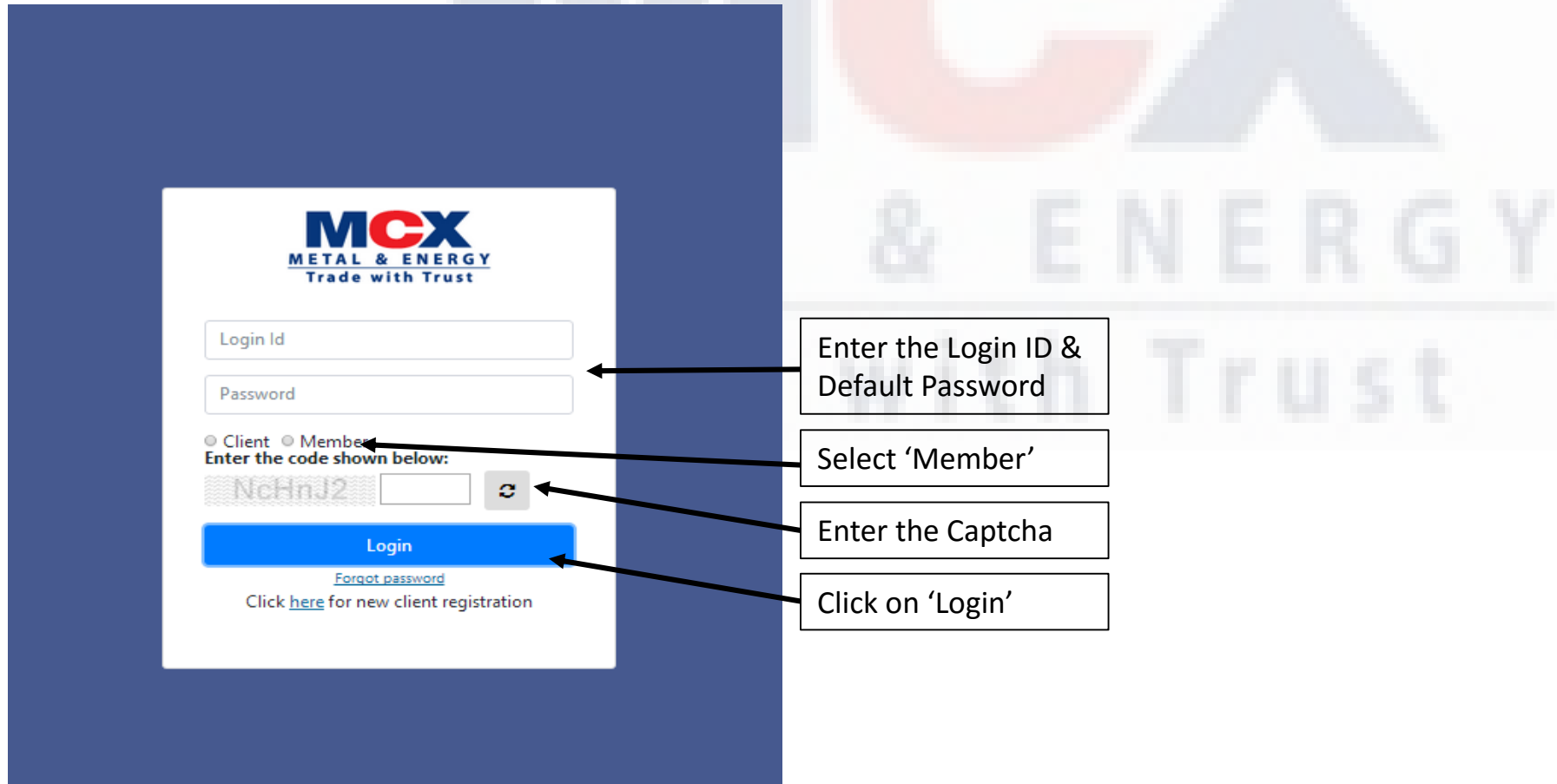
Investor Grievance Redressal System (IGRS) – User Guide

- IGRS is an internet based software which facilitates the clients to lodge their complaints against the registered Member of the Exchange and for the Members to resolve and provide their response on the same.
- This portal will enable the user to keep a track of complaints (open/closed).
- This portal will also enable to view, respond and to upload additional documents to the Exchange by the Members and Clients.

IGRS – Login

1. Click on the link given in the email and using the password provided, login into the portal.

The following screen shall appear:



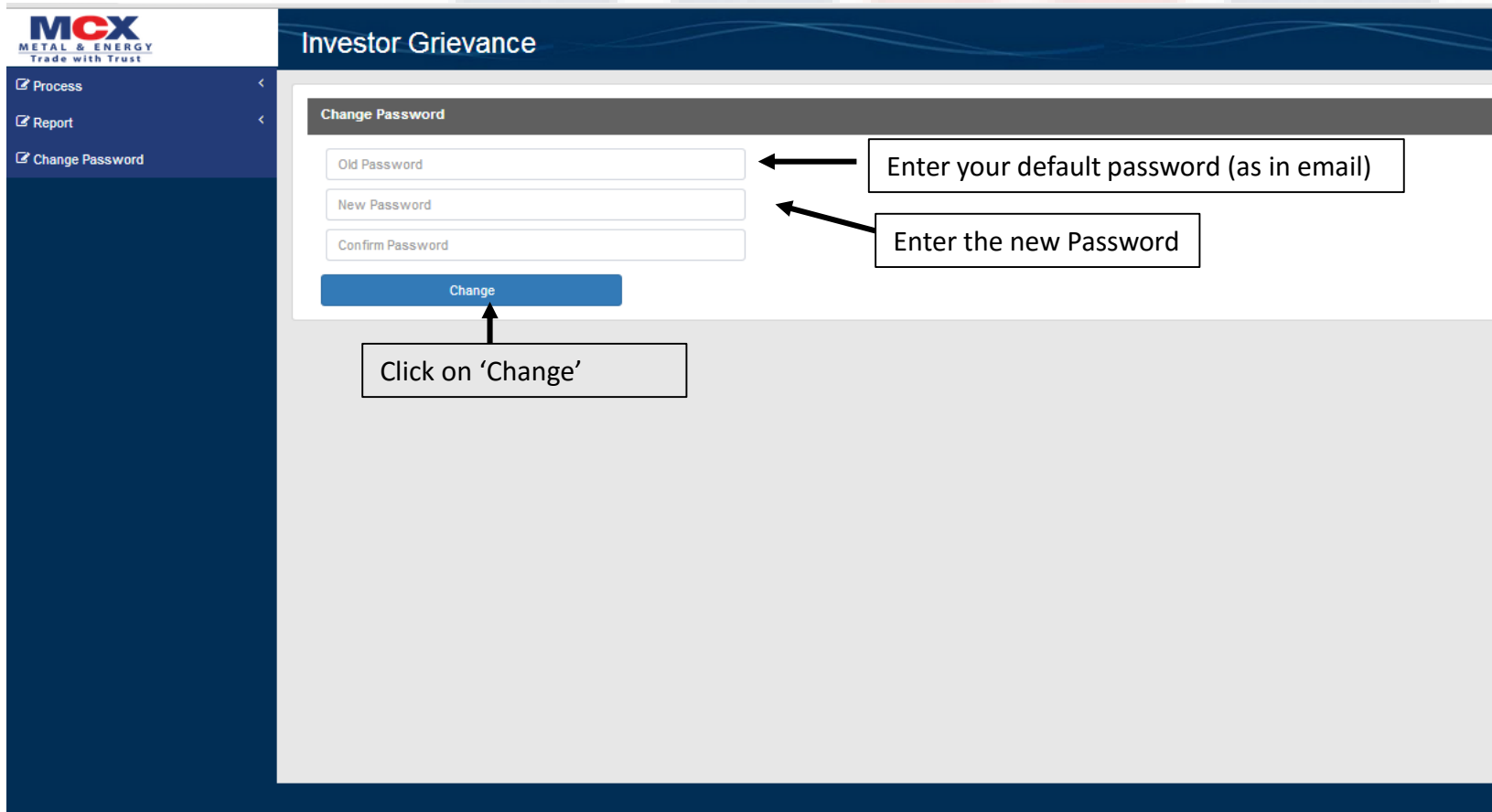
The screenshot shows the login interface for MCX Metal & Energy. The page features the MCX logo at the top, followed by the text 'METAL & ENERGY Trade with Trust'. Below the logo are two input fields for 'Login Id' and 'Password'. There are two radio buttons for user roles: 'Client' and 'Member', with 'Member' selected. A captcha section displays the code 'NcHnJ2' and a refresh button. A blue 'Login' button is positioned below the captcha. At the bottom, there is a link for 'Forgot password' and a link for new client registration.

Annotations on the right side of the form:

- Enter the Login ID & Default Password
- Select 'Member'
- Enter the Captcha
- Click on 'Login'

IGRS – Login contd...

2. Once you login successfully, you will be prompted by the portal to change your password



The screenshot displays the MEX Investor Grievance portal interface. The top left corner features the MEX logo with the tagline 'METAL & ENERGY Trade with Trust'. A dark blue navigation sidebar on the left contains three menu items: 'Process', 'Report', and 'Change Password', each with a checkmark icon and a left-pointing arrow. The main content area is titled 'Investor Grievance' and contains a 'Change Password' form. The form includes three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below these fields is a blue 'Change' button. Three callout boxes with arrows point to the form: one points to the 'Old Password' field with the text 'Enter your default password (as in email)', another points to the 'New Password' field with the text 'Enter the new Password', and a third points to the 'Change' button with the text 'Click on 'Change''. The background of the page shows a blurred image of a sunset over a city skyline.

After clicking on 'Change' you will receive a message of 'Password changed successfully'.

IGRS – New complaint lodged against a Member

3. Once an investor lodges a complaint with the Exchange against a Member, the Exchange shall forward the same to the member. The member will receive two emails from the Exchange. One shall include the documents required to be submitted, while the other shall state the complaint number and timelines provided to respond on the system i.e. IGRS.
4. After receiving the emails, the Member shall login into his account on the software where he shall be able to see the complaint on the dashboard.

The screenshot displays the IGRS dashboard. On the left is a navigation menu with options: Process, Complaints, Report, and Change Password. The main content area is titled 'Investor Grievance Redressal System (IGRS)' and contains a 'Complaint List' section. This section includes a search bar, a 'Show 10 entries' dropdown, and a table of complaint records. The table has columns for View, Complaint Creation Date, Complaint Id, Complaint Receipt Date, Complainant Name, Member Name, Member Id, Case Status, TAT, Reason Of Closure/Rejection, Region, and Appointr Status. Two rows of data are visible, both with a status of 'Open' and a region of 'Mumbai'. A pagination bar at the bottom shows 'Previous', '1', and 'Next'.

View	Complaint Creation Date	Complaint Id	Complaint Receipt Date	Complainant Name	Member Name	Member Id	Case Status	TAT	Reason Of Closure/Rejection	Region	Appointr Status
View	11/2/2018 12:39:33 PM		11/2/2018 12:00:00 AM				Open	2		Mumbai	
View	11/2/2018 11:49:16 AM		11/2/2018 12:00:00 AM				Open	2		Mumbai	

IGRS – New complaint lodged against a Member contd...

5. The dashboard shall contain basic information like the Complaint received date, Complainant name, Member name, TAT, ISC region, etc.

6. The Member has to click on the 'View button' to view the details of the complainant and the nature and details of the complaint made. A new window shall open.

The screenshot displays the IGRS dashboard. On the left is a navigation menu with options: Process, Complaints, Report, and Change Password. The main header reads 'Investor Grievance Redressal System (IGRS)'. Below the header is a 'Complaint List' section with a search bar and a 'Show 10 entries' dropdown. A table lists two complaints, both with a 'View' button circled in red. The table columns are: View, Complaint Creation Date, Complaint Id, Complaint Receipt Date, Complainant Name, Member Name, Member Id, Case Status, TAT, Reason Of Closure/Rejection, Region, and Appointr Status.

View	Complaint Creation Date	Complaint Id	Complaint Receipt Date	Complainant Name	Member Name	Member Id	Case Status	TAT	Reason Of Closure/Rejection	Region	Appointr Status
View	11/2/2018 12:39:33 PM		11/2/2018 12:00:00 AM				Open	2		Mumbai	
View	11/2/2018 11:49:16 AM		11/2/2018 12:00:00 AM				Open	2		Mumbai	

Navigation: Previous 1 Next

IGRS – New complaint lodged against a Member contd...

7. Once the complaint details window is open, the member can also view the documents attached by the Complainant / Exchange, for which one has to click on the 'View' button below the Documents section.

Complaint Detail

Case Id: [] Region: [] Source: [] Mode Of Trading: [] Complainant Name: []

Complainant UCCNo: [] Complainant PANNo: [] Complainant Address: [] Complainant Pin: []

Complainant Email: [] Complainant Mobile: [] Segment: [Commodity Derivatives] CCF Received: [Select]

Member Id: [] Member Dedicated Email: [] Member Status: [Active] Member Name: []

Address Line1: [] Address Line2: [] Status: [] Sebi Reg. No: []

Complaint Receive Date: [03/11/2018] Details of Complaint / Brief Complaint: []

Nature of Complain

Nature of Complaint Category	Nature of Complain	Claim Amount
Closing Off/ Squaring up	Closing Off / squaring up position	[]

Showing 1 to 1 of 1 entries

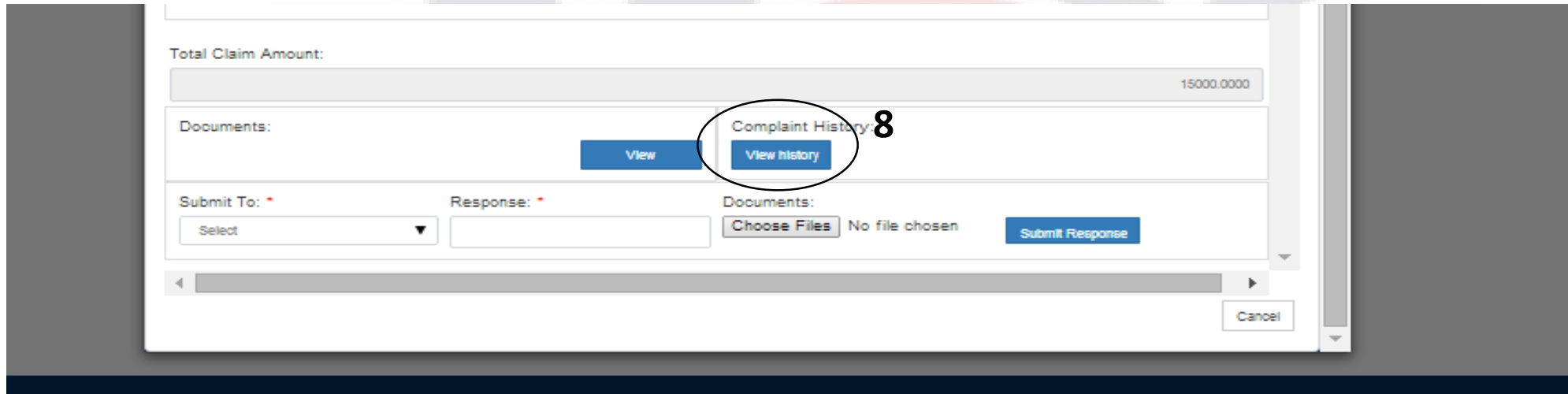
Total Claim Amount: []

Documents: [] **View**

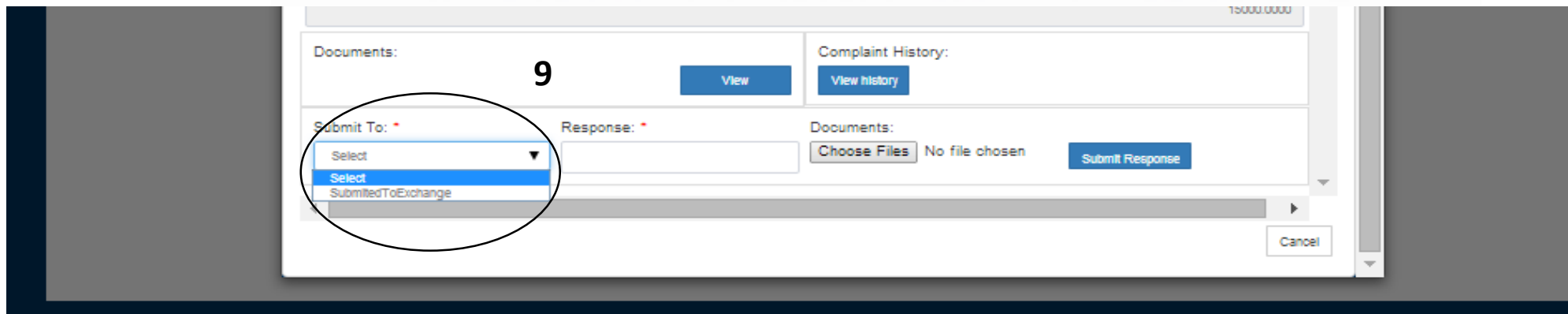
Complaint History: [] **View history**

IGRS – Submit Response

8. Click on 'View History' tab to view the comments posted by the Exchange/Client.



9. After viewing the complaint or Exchange's comments, select 'SubmittedtoExchange' from the dropdown.



IGRS – Submit Response contd...

10. In the 'Response' box, one can type the comments or provide a summary of the documents attached.

11. The Member can attach files/documents to support the comments/clarification provided, by clicking on the 'Choose Files' button and selecting the files to upload.

12. Click on 'Submit Response' once the details and documents are entered. You will receive an email stating that the response has been posted successfully.

The screenshot shows a web form for submitting a response. At the top, there are two sections: 'Documents:' with a 'View' button and 'Complaint History:' with a 'View history' button. Below these are three main input areas: 'Submit To:' with a dropdown menu (options: Select, SubmittedToExchange), 'Response:' with a text input field, and 'Documents:' with a 'Choose Files' button and 'No file chosen' text. A blue 'Submit Response' button is located to the right of the 'Documents:' section. A 'Cancel' button is at the bottom right. Three annotations are present: '10' points to the 'Response:' text box, '11' points to the 'Choose Files' button, and '12' points to the 'Submit Response' button.

IGRS – Check Complaint Status

13. Once you have successfully registered your complaint, you will receive an auto-generated email for successful registration. You can then view the status of your complaint by clicking on the 'View History' tab in the complaint details.

MCX METAL & ENERGY Trade with Trust

- Process
- Complaints
- Report
- Change Password

Member Name: Bajuri Bullion | Member Id: 55105

Member Dedicated Email: Surabhi.Thakkar@mcxindia.com | Member Status: Active | Sebi Reg. No: 55105 | Address Line1: D. No. 11-24-71,

Address Line2: Pochamma Maidan, | Status: Open | Complaint Date: 23/10/2018 | Complaint Receive Date: 23/10/2018

Details of Complaint / Brief Complaint: enter text

Nature of Complain

Nature of Complaint Category	Nature of Complain	Claim Amount
Execution of trades without consent of client	Execution of trades without consent of client	1000

Showing 1 to 1 of 1 entries

Total Claim Amount: 1000.0000

Documents: Choose Files | No file chosen | View

Complaint History: View history

13

IGRS – Forgot Password

In case the user forgets the password, for login the following steps can be taken:

14. Click on the 'Forgot Password' link on the initial login page.



The screenshot shows the login interface for MCX Metal & Energy. At the top is the logo with the tagline "Trade with Trust". Below the logo are two input fields: "Login Id" and "Password". Underneath these fields are radio buttons for "Client" and "Member", followed by the instruction "Enter the code shown below:". A CAPTCHA image displays the code "NcHnJ2" next to an empty input box and a refresh button. A blue "Login" button is positioned below the CAPTCHA. The "Forgot password" link is circled in red, and the number "14" is placed to its right. At the bottom, there is a link for "Click here for new client registration".

IGRS – Forgot Password

contd...

15. Enter the Login id for your account and enter the captcha.

16. A password reset link shall be sent to your dedicated email id.

The image displays two screenshots of the MCX Metal & Energy website's forgot password process, labeled 15 and 16.

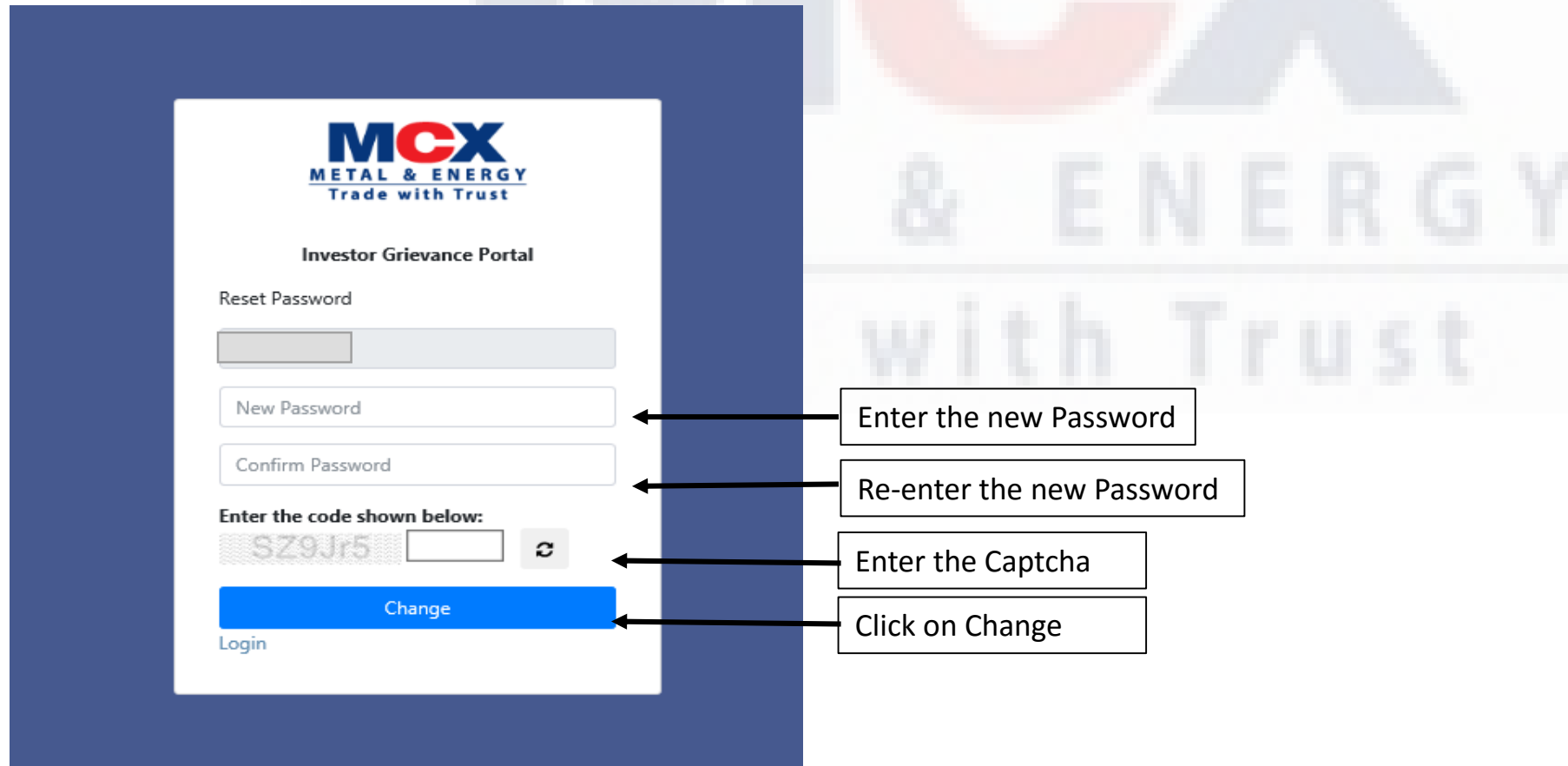
Screenshot 15: Shows the MCX logo and the text "Enter your login id to reset password". Below this is a text input field labeled "Login Id". Underneath is a captcha section with the text "Enter the code shown below:", a captcha image showing "ZGka3z", an empty input field, and a refresh button. At the bottom are "Reset" and "Login" buttons. Two callout boxes with arrows point to the "Login Id" field (labeled "Enter the Login ID") and the captcha input field (labeled "Enter the Captcha").

Screenshot 16: Shows the same MCX logo and text "Enter your login id to reset password". The "Login Id" field now contains "AAA". The captcha image shows "w2gC3T". Below the captcha is a green message: "Password reset link sent to your registered Email Address." The "Reset" and "Login" buttons are still present at the bottom.

IGRS – Forgot Password contd...

17. Click on the link provided in the dedicated email, you will be redirected to the password reset page where you can enter the new password and captcha and then click on 'Change'.

18. You will then receive a message of successful change of password.



The screenshot shows the MCX Investor Grievance Portal password reset page. The page features the MCX logo at the top, followed by the text 'Investor Grievance Portal' and 'Reset Password'. Below this, there are four input fields: a greyed-out field for the current password, a 'New Password' field, a 'Confirm Password' field, and a captcha field. The captcha field contains the code 'SZ9Jr5' and a refresh button. A blue 'Change' button is located at the bottom of the form. A 'Login' link is visible at the bottom left. Four arrows point from text boxes on the right to the respective input fields and the 'Change' button.

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Investor Grievance Portal

Reset Password

New Password

Confirm Password

Enter the code shown below:

SZ9Jr5 

Change

Login

Enter the new Password

Re-enter the new Password

Enter the Captcha

Click on Change

IGRS – View all complaints

19. To view all the complaints raised against the Member, click on the 'Reports' tab on the left-hand side of the dashboard and then click on the 'Complaint Status' tab below it.

It shall show all the complaints whether open or closed.

The screenshot displays the IGRS (Investor Grievance) dashboard. On the left, a navigation menu is visible with the following items: Process, Report, Complaint Status, and Change Password. The 'Report' and 'Complaint Status' items are circled in white. The main content area is titled 'Investor Grievance' and contains a 'Complaint List' section. This section includes a search bar, a 'Create' button, and a table of complaints. The table has columns for View, Complaint Creation Date, Complaint Id, Complaint Receipt Date, Complainant Name, Member Name, Member Id, Case Status, TAT, Reason Of Closure/Rejection, Region, and Appointr Status. Two complaints are listed: one from 10/23/2018 with an 'Open' status, and another from 10/5/2018 with a 'Closed' status. Both are from Mumbai. At the bottom right, there are 'Previous', '1', and 'Next' navigation buttons.

MCX
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Trade with Trust

Investor Grievance

Complaint List

Show 10 entries Search:

View	Complaint Creation Date	Complaint Id	Complaint Receipt Date	Complainant Name	Member Name	Member Id	Case Status	TAT	Reason Of Closure/Rejection	Region	Appointr Status
View	10/23/2018 5:12:50 PM		10/23/2018 12:00:00 AM				Open			Mumbai	
View	10/5/2018 11:18:26 AM		10/5/2018 12:00:00 AM				Closed			Mumbai	Appointed

Previous 1 Next

Contact details of Investor Service Centres (ISC) Officials

ISC	Name of the ISC Officials	Contact Numbers	Email ID
Mumbai	Ms. Krupa Joshi Ms. Surabhi Thakkar	022 – 67318888 Extn: 9441 / 9177	iscmum@mcxindia.com
Delhi	Ms. Varsha Chawla Ms. Shruti Sharma	011 – 23467500 Extn: 7521 / 7578	iscdel@mcxindia.com
Kolkata	Mr. Tirupati Mishra	033 - 40614516	isckol@mcxindia.com
Chennai	Mr. A Sreevikram Mr. Arun S.	044 – 66817300 Extn: 7321 / 7322	iscche@mcxindia.com
Gandhinagar	Ms. Neha Agarwal	079-71612000/ 66744000, Extn: 2076	iscgan@mcxindia.com
Indore	Mr. Rahul Mehta	0731-4061770	iscidr@mcxindia.com
Kanpur	Ms. Sonam Gupta	0512-02305277	isckan@mcxindia.com
Jaipur	Mr. Kuldeep Jangid	0141-4028131	iscjai@mcxindia.com
Bengaluru	Mr. Vinay Reddy	080 - 40407218	iscblr@mcxindia.com
Hyderabad	Ms. Sonam Agarwal	040-46464876	ischyd@mcxindia.com