

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

Download Ref No: NSE/ISC/52885

Date: July 5, 2022

Circular Ref. No: 18/2022

To All Members and Market Participants,

Subject: Investor Grievance Redressal Mechanism and Amendment to SEBI Circular no. SEBI/HO/DMS/CIR/P/2017/15 dated February 23, 2017

SEBI has issued circular SEBI/HO/MRD1/ICC1/CIR/P/2022/94 dated July 04, 2022, regarding Investor Grievance Redressal mechanism whereby SEBI has advised the Stock Exchanges to provide online web based complaint redressal system and to continue with the hybrid mode of conducting Grievance Redressal Committee (GRC) and Arbitration / Appellate meetings / hearings.

Further, the circular has also amended the Clause 1.J.(iii) of the SEBI circular no. SEBI/HO/DMS/CIR/P/2017/15 dated February 23, 2017 the extract of the amendment is as shown below and shall be applicable for the arbitration matter received by the Exchange w.e.f. July 05, 2022:

“(iii) A client, who has a claim / counter claim upto Rs.20,00,000/- (Rs. Twenty lakh) and files arbitration reference, will be exempted from payment of the fees specified in Clause 1.J.(i).”

The copy of the SEBI circular dated July 04, 2022 is attached as Annexure A.

The extent of provisions not stated in this circular shall continue as defined in the previous circulars.

Members and Market Participants are requested to take note of the contents of the circular.

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

**Dinaz Shroff
Chief Manager**

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