

WAREHOUSING GRIEVANCE REGISTRATION FORM

(Separate form to be used for each complaint)

To,

Warehousing Grievance (Commodity Segment)
 Indian Clearing Corporation Ltd
 P J Towers, Dalal Street, Mumbai -400001, India
 Phone : 22721234
 Email: iccl.igrs@icclindia.com
commodity.warehousing@icclindia.com

For Office Use Only	
Received Date:	
Complaint No:	

1. Details of Member/Participant lodging the complaint:

Name of the complainant

Participant ID [Unique Client Code (Mandatory)]

Address (For correspondence)

.....

City..... Pin code State.....

Contact details:

Telephone no	
Mobile no	
Email id	

Is your complaint related to:

(Please tick)

Warehouse	
Assaying	
Procedures	
Timelines	

2. Nature of Complaint:

(Please tick)

A. Storage Related issues	
Warehouse Space	
Commodity Deposit	
Commodity Weight	
Commodity Withdrawal	
Other Issue	
B. Assaying Related Issues	
Testing & Certification	

Revalidation (If any)	
Quality	
Other Issue	
C. Service-Related Issues	

Note: - For the above complaint, kindly mention brief details in Point No.4

3. Where the transaction was initiated

A. Warehouse	Date-
B. Assayer	Date-
C. BSE/ICCL	Date-
a. Clearing Member No./Trading Member No./Self Clearing Member No.	
b. Clearing Member Name/ Trading Member Name/ Self Clearing Member Name	
c. Transaction type	Purchase / Sale
d. Contract Type	Futures
e. Contract Month	
f. Transaction Date	

4. Brief description of complaint (if any)

5. List of supporting documents (to be enclosed with this form) (Please Tick)

Copy of Know Your Depositor (KYD) (MANDATORY IN CASE OF DEPOSITOR)	
Copy of Depositor Transaction Declaration (DTD) (MANDATORY IN CASE OF DEPOSITOR))	
Copy of Commodity Acceptance Document /Commodity Inward Document	
Copy of Warehouse Receipt (Electronic)/Quality Certificate	
Copy of Weighment Slip	
Any other document in support of your complaint	

6. Have you previously contacted about this issue? (Yes/No – if yes, please provide details)

I /we authorize the Warehouse Service Provider (WSP) / ICCL to undertake the desired due diligence and collect necessary information including collection of documents, samples etc. in order to facilitate evaluation and verification of the complaint, as the case may be.

I/we, the complainant, do hereby acknowledge that all the information provided in this grievance form are true to my/our knowledge, belief and understanding and no part of it, intentionally or otherwise, has been concealed and/or misrepresented thereof.

Place: _____

Date: _____

Complainant's Signature & Stamp

Note:

1. Please submit 2 sets of your complaint in the prescribed format with complete details OR send scanned copy by e-mail to ICCL at iccl.igrs@icclindia.com & commodity.warehousing@icclindia.com
2. Please insist on complaint reference number.
3. Ensure to quote your complaint reference number in the subject line in all your correspondence.
4. ICCL shall forward the complaint to the concerned WSP for timely resolution, if required.