

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

Download Ref No: NSE/ISC/39651

Date : December 14, 2018

Circular Ref. No: 10/2018

To All Investor and Trading Member,

**Sub: Introduction of new version of NSE Investor Service Centre (NICE *Plus*) online complaint filing interface**

Currently, investors have been provided with web based online interface viz. NSE Investor Centre (NICE) to file complaints against trading members.

In our endeavour to increase the convenience of investors and trading members for filing complaints and arbitration matters, the Exchange is pleased to announce the introduction of new version of online complaint filing interface viz NSE Investor Centre 'NICE *Plus*' w.e.f. December 15, 2018.

Investors would be required to register as New User and login to NICE *Plus* for filing new complaints / arbitration matters. Trading members can access NICE *Plus* through Member Portal.

Further, for the convenience of investors, link to existing NICE has been provided on the logon screen of NICE *Plus* where complaints filed against trading members prior to December 15, 2018 can be viewed and actioned. Also, investors can use this link for filing complaints against companies. Trading members can continue to access ENIT where complaints filed prior to December 15, 2018 can be viewed and actioned.

NICE *Plus* electronic web based interface has the following built-in features:

- Electronic mode of correspondence between Investor, Trading member and the Exchange
- Navigation made easy and simple
- Easy to understand terminologies
- Interlinks all the available dispute resolution mechanisms i.e. Reconciliation process – IGRP process – Arbitration – Appellate Arbitration
- Dash board to indicate the present status of complaint filed
  - Pre-processing stage ( i.e. complaint lodgement stage)
  - Complaint Acceptance stage (i.e. registration of the complaint by Exchange)
  - Interaction stage (i.e. communication exchanged between parties)
  - Processing stage (i.e. General Meeting / IGRP / Arbitration hearings)
  - Payment

Kindly refer User Manual for detailed guidance on the operations of NICE *Plus* application.

Path to access NICE *Plus* application and user manuals are given below:

<b>Applicable to</b>	<b>Links for User Manuals</b>	<b>Path to access NICE <i>Plus</i> application</b>
Investor	<a href="http://www.nse-investorhelpline.com/NICEPLUS">http://www.nse-investorhelpline.com/NICEPLUS</a> click on Help option	<a href="http://www.nse-investorhelpline.com/NICEPLUS">http://www.nse-investorhelpline.com/NICEPLUS</a>
Trading Member	Help option available on all the pages	<a href="https://www.connect2nse.com/MemberPortal/">https://www.connect2nse.com/Member Portal/</a> click on NSE Investor Centre option

For further assistance/clarification, you may contact on 1800 266 0058 (Press – 2) or email to [ignse@nse.co.in](mailto:ignse@nse.co.in).

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

**Dinaz Shroff  
Chief Manager**

<b>Toll Free No</b>	<b>Email id</b>
1800-266-0058 (Press – 2)	ignse@nse.co.in