NSE Assist Manual

CRM

2011

1. **Login into Member Portal**

   On Internet Explorer version 6 or higher, user the link
   https://www.connect2nse.com/MemberPortal/ to login

   The User-id would be Query<Trading Member Code>. Example if your TM Code is 99999 then
   the user-id would be Query99999.

   The password for first time login would be MP_<FTP password>. If your FTP password is
   '11111' then the password would be 'MP_11111'. The password has to be typed keeping the
   CAPLOCK key in ON position. The screen to login would look as follows:
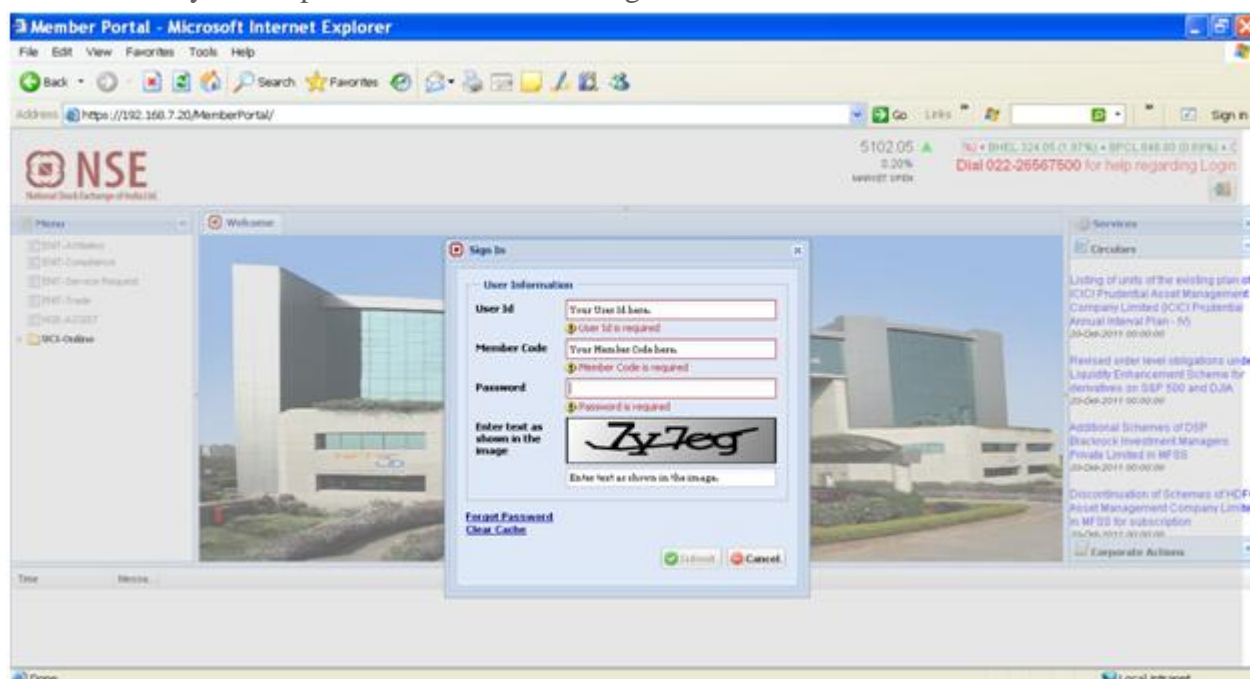
   Once the above details are entered, the following screen appears. In the menu on the left hand
   side you need to click on 'NSE-ASSIT'. The subsequent slide is on the next page.
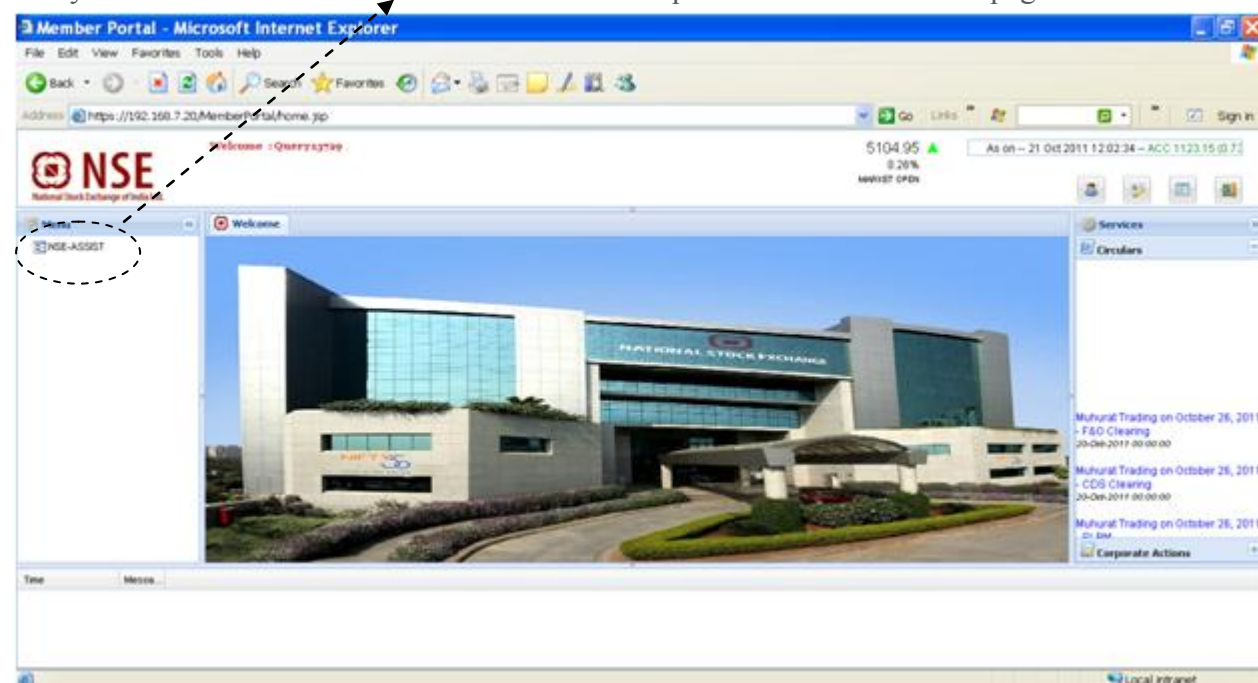
2. View Created interaction:

All the interaction created by the user will be displayed under "My Interaction"

1. State of Interaction

Open	Interaction once submitted by Customer is in "Open State ".
Pending	When NSE User is working on an Interaction the state changes from "Open" to "Closed "state.
Resolved	NSE user replies to the Query the state changes from "Pending" to "Resolved ".
Closed	An interaction can be re-opened by Customer within 30 days .after 30 days Member needs to create fresh interaction even though it is related to previous interaction.

2. User Hierarchy

Role	Accesses
Primary User	Primary user will be able to view all the interaction created under the Trading Member. **Example**: If there are three user A, B and C and A is the primary user then user A can view all the interaction created by himself and user B and user C.
Secondary User	Secondary user can view only the interaction created by him. **Example:** Continuing above example, here user B can view only those interaction which is created by him, similarly user C can view only those interaction which is created by him

3. Log In New Interaction:

Step 1: User needs to click on "Create Interaction".

Step 2: Details for Log in Interaction:

Subject	Query Subject Line needs to be added here.
Message	Details of Query /Message
Attachment	Provision is given for attaching documents along with Message.
Interaction type	Interaction types are of two types: **1. Query/Issue** – This needs to be selected for existing issues pending with Exchange, This could be related to application submitted to exchange etc. **2. Feedback/Suggestion** – This needs to be selected for providing feedback on exchange specific process.
Location	Location is the place from which member is raising his query (Drop Down is provided for the same).
Main Category /Category/Sub Category	These are drop down which needs to be selected for categorizing a query .based on this combination the query would be routed to respective team (Please find attached Document for easy access to see what combination to choose from).
Raised by Name	Name of the contact within member place who is raising specific query.
Email	Email Id of the Contact raising that query.
Mobile No	Mobile no of contact raising that query.

- After filling requisite information please click on Next Button.
- After Clicking on Next Button Contact needs to provide some Mandatory Basic Requirements for resolving those queries. This would help NSE official to check the your query based on specific information you provide.
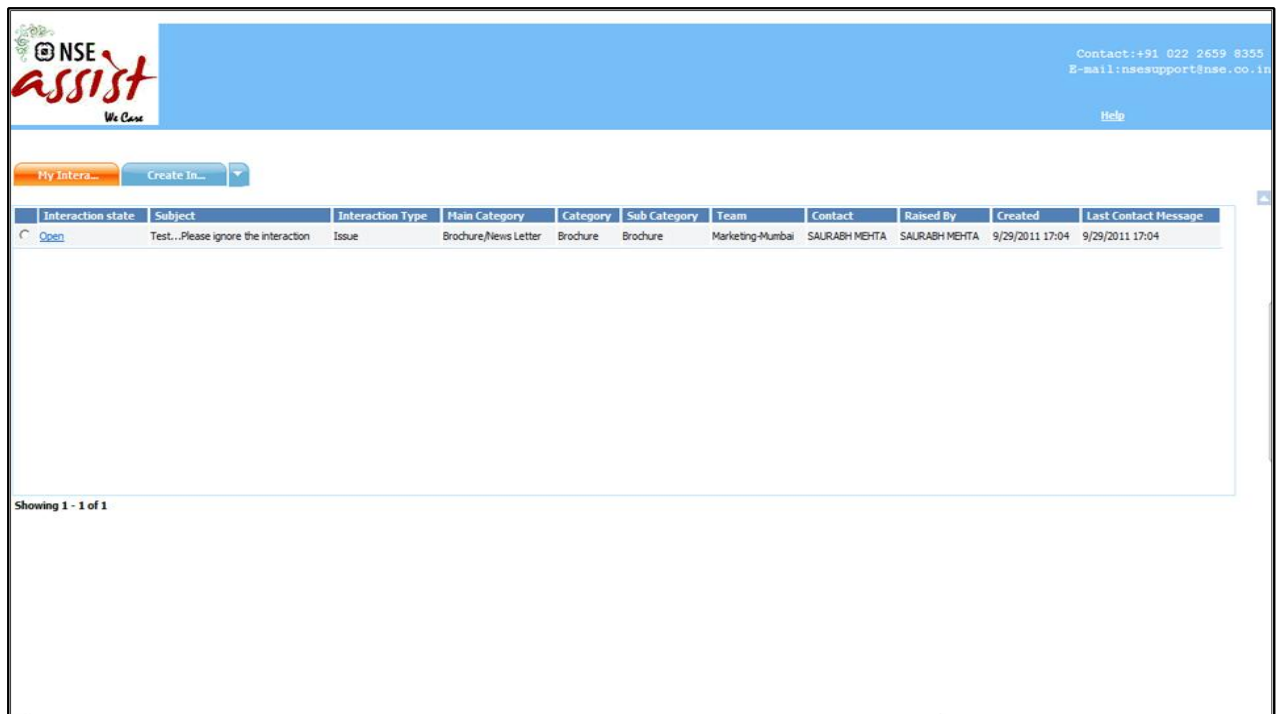
- Click on "**Submit** "to Log the query.
- You can see the interaction in Open State in the main Screen under "**My Interactions** "and also to which **team within NSE the interaction is been assigned to**
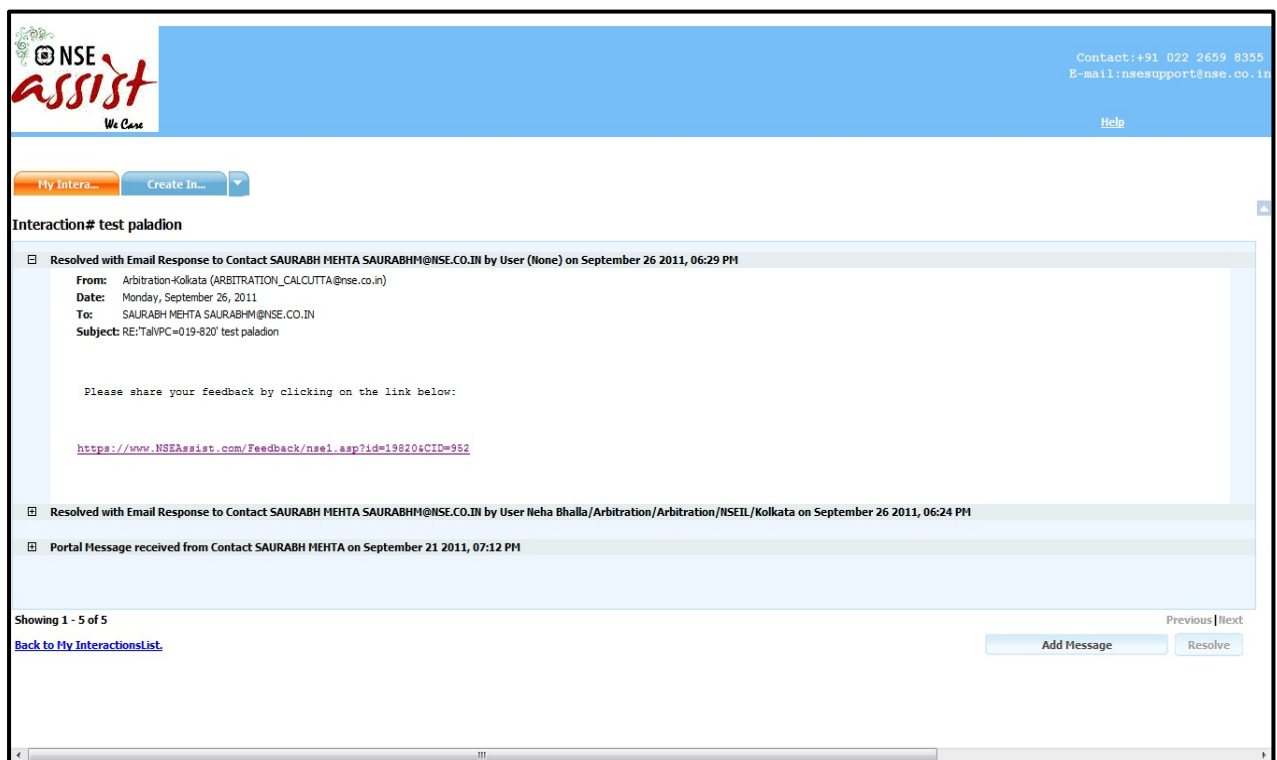
Feedback:

Once the state of an Interaction is resolved member would receive Feedback response link on Web Portal and also on the email mentioned during creation of Interaction.

After clicking on the feedback link user can provide they feedback.

Annexure:

1. Issues:

Sr. No.	Main Category	Category	Sub Category
1	Arbitration	Arbitration Matters	Arbitration Matters-Others
2	Arbitration	Arbitration Matters	Filing Applications
3	Arbitration	Arbitration Matters	Hearing Dates
4	Arbitration	Arbitration Matters	Status Enquiries
5	Compliance	Member Compliance	Advertisement
6	Compliance	Member Compliance	Annual submission[Pls attach the screen shot]
7	Compliance	Member Compliance	Client Funding
8	Compliance	Member Compliance	Insurance Proof
9	Compliance	Member Compliance	Submission of Half-Yearly Networth Certificate [Please attach the screen shot]
10	Compliance	Member Compliance	Trade through other member
11	Fees / Charges / TDS / Turnover	Receipt cum Appropriation and O/s statement(RCA)	Adjustment Details
12	Fees / Charges / TDS / Turnover	Arbitration fees	Arbitration fees
13	Fees / Charges / TDS / Turnover	Transaction charges,IPF	Bill Query Relating To VSAT/LL Exemption,Advance F&O Txn Adjustment,Circular relating To Txn Charges
14	Fees / Charges / TDS / Turnover	Exchange dues / Refund	Bill/Letter not received for status report
15	Fees / Charges / TDS / Turnover	Exchange dues / Refund	Break up of Outstanding of the TMs
16	Fees / Charges / TDS / Turnover	Shifting of Exchange dues from one bank to another bank	Closure letter to be submitted by TM for operating a new account
17	Fees / Charges / TDS / Turnover	Exchange dues / Refund	Colocation refund
18	Fees / Charges / TDS / Turnover	Exchange dues / Refund	Deposit confirmation-VSAT/Leased Line/IFSD
19	Fees / Charges / TDS / Turnover	Exchange dues / Refund	Leased Line Deposit Refund
20	Fees / Charges / TDS / Turnover	Exchange dues / Refund	SEBI Fees CDS
21	Fees / Charges / TDS / Turnover	Exchange dues / Refund	SEBI sub broker registration Fees
22	Fees / Charges / TDS / Turnover	TDS	TDS certificate received, TDS duplicate cert send by TM
23	Fees / Charges / TDS / Turnover	TDS	TDS Credit on which date
24	Fees / Charges / TDS / Turnover	Exchange dues / Refund	VSAT Charges & Deposit Refund adjustment details
25	KYC / UCC	KYC	KYC Policy Related Queries
26	KYC / UCC	UCI Category	Client category applicable, incorrect category in Incorrect details file
27	KYC / UCC	Files Download / Upload	Client code appearing in INP file but not in PPC file of earlier day
28	Trade Verification	Trade Verification	Email not received after completion of SMS procedure
29	KYC / UCC	Files Download / Upload	Enquiry about timings for downloading PPC
30	CDS Position Limits	CDS Position Limits	Enquiry about CDS position limits
31	Trade Verification	Trade Verification	Enquiry about Username, Password, Post Registration

Sr. No.	Main Category	Category	Sub Category
32	KYC / UCC	UCI Online	Error message in UCI online - User already logged in
33	KYC / UCC	UCC - Others	In case of Proprietary Concerns and Married ladies, name mismatch in Incorrect details file, although PAN in uploaded
34	KYC / UCC	Income Tax Site	Income tax site is not working
35	KYC / UCC	Non Submission Charges	List of Client Codes for which non submission charges debited
36	KYC / UCC	Procedure	Procedure for Change of Existing Client Code
37	KYC / UCC	Procedure	Procedure for Deletion of Old/Inactive/Not Trading Client Codes
38	KYC / UCC	UCC - Others	Procedure for Name Change of the Client
39	KYC / UCC	Procedure	Procedure to Upload Bank Details
40	KYC / UCC	Procedure	Procedure to Upload Client Detail for SLB segment
41	KYC / UCC	UCI Online	Reset Password [UCI]
42	Trade Verification	Trade Verification	SMS not received after filling up Application form
43	KYC / UCC	Files Download / Upload	Successfully uploaded Client codes still exist in INP file
44	KYC / UCC	UCI Online	URL details of UCI - online
45	KYC / UCC	UCC - Others	Wrong Client Code used For Trading and Client Code Modification not done, What UCC Details to Upload
46	Brochure / Newsletter	Brochure	Brochure
47	Organise Training / Seminar	Function	Function
48	Brochure / Newsletter	Newsletter	Newsletter
49	Organise Training / Seminar	Product	Product
50	Organise Training / Seminar	Segment	Segment for Training/Seminar
51	Organise Training / Seminar	System	System
52	Connectivity	New	Activation Of Second Port
53	Segment Addition	CDS [Segment Addition]	Additional Segment - CDS
54	Segment Addition	F&O [Segment Addition]	Additional Segment - F&O
55	Sub Broker / Authorised Person	Authorised Person	Application For Authorised Person
56	Connectivity	New	Application For Leased Line
57	Connectivity	New	Application For Scenario - Category C
58	Connectivity	New	Application For VSAT
59	Sub Broker / Authorised Person	Authorised Person	Authorised Person Appointment - New Process
60	User ID / Login - Issues	User ID – Creation / Modification	Box ID Details Needed
61	Connectivity	Change	Cancellation Of Activation Of Scenario
62	Sub Broker / Authorised Person	Authorised Person	Cancellation Of Authorised Person
63	Connectivity	Change	Cancellation Of Shifting Of Scenario
64	Sub Broker / Authorised Person	Sub Broker	Cancellation Of Sub Broker
65	Connectivity	Change	Cancellation Of Surrender Of Scenario
66	User ID / Login - Issues	User ID – Creation / Modification	Certificate Active With Another TM

Sr. No.	Main Category	Category	Sub Category
67	User ID / Login - Issues	User ID – Creation / Modification	Certificate Details Updation (NISM / NCFM / Others)
68	Sub Broker / Authorised Person	Sub Broker	Change In Affiliation Of Sub Broker
69	Segment Addition	CHANGE [Segment Addition]	Change In Clearing Member
70	Change in TM/CM - Ownership/Directors/Address/Name	Change in Name	Change In Name Of Trading Member
71	Sub Broker / Authorised Person	Sub Broker	Change In Name/Address Of Sub Broker
72	Connectivity	Change	Change In POP Location / Service Provider
73	Change in TM/CM - Ownership/Directors/Address/Name	Change in Management / Stakeholder	Change In Qualified / Non-Qualified Director
74	Change in TM/CM - Ownership/Directors/Address/Name	Change in Address	Change In Registered Office Address
75	Connectivity	Change	Change In Scenario
76	Change in TM/CM - Ownership/Directors/Address/Name	Change in Management / Stakeholder	Change In Shareholding Pattern
77	Connectivity	Collocation	Co-Location Of DMA / Algo Servers
78	User ID / Login - Issues	User ID – Creation / Modification	Consolidation Of User ID Branches
79	Upload / Download Files	CTCL / IBT / DMA Details	CTCL / IBT / DMA ID Reporting / Upload
80	Upload / Download Files	CTCL / IBT / DMA Details	CTCL Mismatches / Violation
81	Connectivity	Change	Deactivation Of Second Port
82	User ID / Login - Issues	User ID – Creation / Modification	Disablement Of User ID
83	User ID / Login - Issues	User ID – Creation / Modification	Double Locking Of User ID
84	New Membership / Surrender	New Membership / Surrender	Enablement Of New Member
85	ENIT Related	ENIT Related	ENIT Digital Signature
86	MFSS / IPO / Auction	IPO - Submission of Undertaking	IPO Undertaking
87	Segment Addition	IRF	IRF
88	Margin Trading Facility	Margin Trading Facility	Margin Trading Facility
89	Change in TM/CM - Ownership/Directors/Address/Name	Merger/ Demerger	Merger / Demerger of Membership
90	Segment Addition	MFSS [Segment Addition]	MFSS Enablement
91	User ID / Login - Issues	User ID – Creation / Modification	Name Change Of User Id
92	New Membership / Surrender	New Membership / Surrender	New Membership
93	User ID / Login - Issues	User ID – Creation / Modification	New User ID Request
94	Sub Broker / Authorised Person	Sub Broker	Registration of Sub Broker
95	ENIT Related	ENIT Related	Reset Password [ENIT]
96	Fees / Charges / TDS / Turnover	Turnover Details	SEBI Turnover Fees
97	Connectivity	Change	Shifting Of Scenario
98	User ID / Login - Issues	User ID – Creation / Modification	Shifting Of User Id

Sr. No.	Main Category	Category	Sub Category
99	User ID / Login - Issues	User ID – Creation / Modification	Status Change Of User Id
100	Sub Broker / Authorised Person	Sub Broker	Sub Broker Annual Fees
101	New Membership / Surrender	New Membership / Surrender	Surrender Of Membership
102	Connectivity	Change	Surrender Of Scenario
103	Connectivity	Change	Tick By Tick - Category T
104	Change in TM/CM - Ownership/Directors/Address/Name	Transfer	Transfer / Change in Control
105	Fees / Charges / TDS / Turnover	Turnover Details	Turnover Certificate
106	Change in TM/CM - Ownership/Directors/Address/Name	Change in Constitution	Upgradation / Change in constitution of member
107	Sub Broker / Authorised Person	Sub Broker	Withdrawal Of Sub Broker
108	Connectivity	NEAT	Leased Line
109	Connectivity	NEAT	VSAT

2. Feedback

Sr. No	Main Category	Category	Sub Category
1	Arbitration-Feedback	Arbitration Matters-Feedback	Arbitration Matters-Others-Feedback
2	Arbitration-Feedback	Arbitration Matters-Feedback	Filing Applications-Feedback
3	Arbitration-Feedback	Arbitration Matters-Feedback	Hearing Dates-Feedback
4	Arbitration-Feedback	Arbitration Matters-Feedback	Status Enquiries-Feedback
5	Compliance-Feedback	Member Compliance-Feedback	Advertisement-Feedback
6	Compliance-Feedback	Member Compliance-Feedback	Annual submission[Pls attach the screen shot]-Feedback
7	Compliance-Feedback	Member Compliance-Feedback	Client Funding-Feedback
8	Compliance-Feedback	Member Compliance-Feedback	Insurance Proof-Feedback
9	Compliance-Feedback	Member Compliance-Feedback	Submission of Half-Yearly Networth Certificate [Please attach the screen shot]-Feedback
10	Compliance-Feedback	Member Compliance-Feedback	Trade through other member-Feedback
11	Fees / Charges / TDS / Turnover-Feedback	Receipt cum Appropriation and O/s statement(RCA)-Feedback	Adjustment Details-Feedback
12	Fees / Charges / TDS / Turnover-Feedback	Arbitration fees -Feedback	Arbitration fees -Feedback
13	Fees / Charges / TDS / Turnover-Feedback	Transaction charges,IPF-Feedback	Bill Query Relating To VSAT/LL Exemption,Advance F&O Txn Adjustment,Circular relating To Txn Charges-Feedback
14	Fees / Charges / TDS / Turnover-Feedback	Exchange dues / Refund-Feedback	Bill/Letter not received for status report-Feedback
15	Fees / Charges / TDS / Turnover-Feedback	Exchange dues / Refund-Feedback	Break up of Outstanding of the TMs-Feedback

Sr. No	Main Category	Category	Sub Category
16	Fees / Charges / TDS / Turnover-Feedback	Shifting of Exchange dues from one bank to another bank -Feedback	Closure letter to be submitted by TM for operating a new account -Feedback
17	Fees / Charges / TDS / Turnover-Feedback	Exchange dues / Refund-Feedback	Colocation refund-Feedback
18	Fees / Charges / TDS / Turnover-Feedback	Exchange dues / Refund-Feedback	Deposit confirmation-VSAT/Leased Line/IFSD-Feedback
19	Fees / Charges / TDS / Turnover-Feedback	Exchange dues / Refund-Feedback	Leased Line Deposit Refund-Feedback
20	Fees / Charges / TDS / Turnover-Feedback	Exchange dues / Refund-Feedback	SEBI Fees CDS-Feedback
21	Fees / Charges / TDS / Turnover-Feedback	Exchange dues / Refund-Feedback	SEBI sub broker registration Fees-Feedback
22	Fees / Charges / TDS / Turnover-Feedback	TDS-Feedback	TDS certificate received, TDS duplicate cert send by TM -Feedback
23	Fees / Charges / TDS / Turnover-Feedback	TDS-Feedback	TDS Credit on which date-Feedback
24	Fees / Charges / TDS / Turnover-Feedback	Exchange dues / Refund-Feedback	VSAT Charges & Deposit Refund adjustment details-Feedback
25	KYC / UCC-Feedback	KYC-Feedback	KYC Policy Related Queries-Feedback
26	KYC / UCC-Feedback	UCI Category-Feedback	Client category applicable, incorrect category in Incorrect details file-Feedback
27	KYC / UCC-Feedback	Files Download / Upload-Feedback	Client code appearing in INP file but not in PPC file of earlier day-Feedback
28	Trade Verification-Feedback	Trade Verification-Feedback	Email not received after completion of SMS procedure-Feedback
29	KYC / UCC-Feedback	Files Download / Upload-Feedback	Enquiry about timings for downloading PPC-Feedback
30	CDS Position Limits-Feedback	CDS Position Limits-Feedback	Enquiry about CDS position limits-Feedback
31	Trade Verification-Feedback	Trade Verification-Feedback	Enquiry about Username, Password, Post Registration-Feedback
32	KYC / UCC-Feedback	UCI Online-Feedback	Error message in UCI online - User already logged in -Feedback
33	KYC / UCC-Feedback	UCC - Others-Feedback	In case of Proprietary Concerns and Married ladies, name mismatch in Incorrect details file, although PAN in uploaded-Feedback
34	KYC / UCC-Feedback	Income Tax Site-Feedback	Income tax site is not working-Feedback
35	KYC / UCC-Feedback	Non Submission Charges-Feedback	List of Client Codes for which non submission charges debited-Feedback
36	KYC / UCC-Feedback	Procedure-Feedback	Procedure for Change of Existing Client Code-Feedback
37	KYC / UCC-Feedback	Procedure-Feedback	Procedure for Deletion of Old/Inactive/Not Trading Client Codes-Feedback
38	KYC / UCC-Feedback	UCC - Others-Feedback	Procedure for Name Change of the Client-Feedback
39	KYC / UCC-Feedback	Procedure-Feedback	Procedure to Upload Bank Details-Feedback
40	KYC / UCC-Feedback	Procedure-Feedback	Procedure to Upload Client Detail for SLB segment-Feedback
41	KYC / UCC-Feedback	UCI Online-Feedback	Reset Password [UCI]-Feedback
42	Trade Verification-Feedback	Trade Verification-Feedback	SMS not received after filling up Application form-Feedback
43	KYC / UCC-Feedback	Files Download / Upload-Feedback	Successfully uploaded Client codes still exist in INP file-Feedback

Sr. No	Main Category	Category	Sub Category
44	KYC / UCC-Feedback	UCI Online-Feedback	URL details of UCI - online-Feedback
45	KYC / UCC-Feedback	UCC - Others-Feedback	Wrong Client Code used For Trading and Client Code Modification not done, What UCC Details to Upload-Feedback
46	Brochure / Newsletter-Feedback	Brochure-Feedback	Brochure-Feedback
47	Organise Training / Seminar-Feedback	Function-Feedback	Function-Feedback
48	Brochure / Newsletter-Feedback	Newsletter-Feedback	Newsletter-Feedback
49	Organise Training / Seminar-Feedback	Product-Feedback	Product-Feedback
50	Organise Training / Seminar-Feedback	Segment-Feedback	Segment for Training/Seminar-Feedback
51	Organise Training / Seminar-Feedback	System-Feedback	System-Feedback
52	Connectivity-Feedback	New-Feedback	Activation Of Second Port-Feedback
53	Segment Addition-Feedback	CDS [Segment Addition]-Feedback	Additional Segment - CDS-Feedback
54	Segment Addition-Feedback	F&O [Segment Addition]-Feedback	Additional Segment - F&O-Feedback
55	Sub Broker / Authorised Person-Feedback	Authorised Person-Feedback	Application For Authorised Person-Feedback
56	Connectivity-Feedback	New-Feedback	Application For Leased Line-Feedback
57	Connectivity-Feedback	New-Feedback	Application For Scenario - Category C-Feedback
58	Connectivity-Feedback	New-Feedback	Application For VSAT-Feedback
59	Sub Broker / Authorised Person-Feedback	Authorised Person-Feedback	Authorised Person Appointment - New Process-Feedback
60	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Box ID Details Needed-Feedback
61	Connectivity-Feedback	Change-Feedback	Cancellation Of Activation Of Scenario-Feedback
62	Sub Broker / Authorised Person-Feedback	Authorised Person-Feedback	Cancellation Of Authorised Person-Feedback
63	Connectivity-Feedback	Change-Feedback	Cancellation Of Shifting Of Scenario-Feedback
64	Sub Broker / Authorised Person-Feedback	Sub Broker-Feedback	Cancellation Of Sub Broker-Feedback
65	Connectivity-Feedback	Change-Feedback	Cancellation Of Surrender Of Scenario-Feedback
66	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Certificate Active With Another TM-Feedback
67	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Certificate Details Updation (NISM / NCFM / Others)-Feedback
68	Sub Broker / Authorised Person-Feedback	Sub Broker-Feedback	Change In Affiliation Of Sub Broker-Feedback
69	Segment Addition-Feedback	CHANGE [Segment Addition]-Feedback	Change In Clearing Member-Feedback
70	Change in TM/CM - Ownership/Directors/Address/Name-Feedback	Change in Name-Feedback	Change In Name Of Trading Member-Feedback
71	Sub Broker / Authorised Person-Feedback	Sub Broker-Feedback	Change In Name/Address Of Sub Broker-Feedback
72	Connectivity-Feedback	Change-Feedback	Change In POP Location / Service Provider-Feedback
73	Change in TM/CM - Ownership/Directors/Address/Name-	Change in Management / Stakeholder-Feedback	Change In Qualified / Non-Qualified Director-Feedback

Sr. No	Main Category	Category	Sub Category
	Feedback		
74	Change in TM/CM - Ownership/Directors/Address/Name-Feedback	Change in Address-Feedback	Change In Registered Office Address-Feedback
75	Connectivity-Feedback	Change-Feedback	Change In Scenario-Feedback
76	Change in TM/CM - Ownership/Directors/Address/Name-Feedback	Change in Management / Stakeholder-Feedback	Change In Shareholding Pattern-Feedback
77	Connectivity-Feedback	Collocation-Feedback	Co-Location Of DMA / Algo Servers-Feedback
78	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Consolidation Of User ID Branches-Feedback
79	Upload / Download Files-Feedback	CTCL / IBT / DMA Details-Feedback	CTCL / IBT / DMA ID Reporting / Upload-Feedback
80	Upload / Download Files-Feedback	CTCL / IBT / DMA Details-Feedback	CTCL Mismatches / Violation-Feedback
81	Connectivity-Feedback	Change-Feedback	Deactivation Of Second Port-Feedback
82	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Disablement Of User ID-Feedback
83	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Double Locking Of User ID-Feedback
84	New Membership / Surrender-Feedback	New Membership / Surrender-Feedback	Enablement Of New Member-Feedback
85	ENIT Related-Feedback	ENIT Related-Feedback	ENIT Digital Signature-Feedback
86	MFSS / IPO / Auction-Feedback	IPO - Submission of Undertaking-Feedback	IPO Undertaking-Feedback
87	Segment Addition-Feedback	IRF-Feedback	IRF-Feedback
88	Margin Trading Facility-Feedback	Margin Trading Facility-Feedback	Margin Trading Facility-Feedback
89	Change in TM/CM - Ownership/Directors/Address/Name-Feedback	Merger/ Demerger-Feedback	Merger / Demerger of Membership-Feedback
90	Segment Addition-Feedback	MFSS [Segment Addition]-Feedback	MFSS Enablement-Feedback
91	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Name Change Of User Id-Feedback
92	New Membership / Surrender-Feedback	New Membership / Surrender-Feedback	New Membership-Feedback
93	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	New User ID Request-Feedback
94	Sub Broker / Authorised Person-Feedback	Sub Broker-Feedback	Registration of Sub Broker-Feedback
95	ENIT Related-Feedback	ENIT Related-Feedback	Reset Password [ENIT]-Feedback
96	Fees / Charges / TDS / Turnover-Feedback	Turnover Details-Feedback	SEBI Turnover Fees-Feedback
97	Connectivity-Feedback	Change-Feedback	Shifting Of Scenario-Feedback
98	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Shifting Of User Id-Feedback
99	User ID / Login - Issues-Feedback	User ID – Creation / Modification-Feedback	Status Change Of User Id-Feedback
100	Sub Broker / Authorised Person-Feedback	Sub Broker-Feedback	Sub Broker Annual Fees-Feedback
101	New Membership / Surrender-Feedback	New Membership / Surrender-Feedback	Surrender Of Membership-Feedback

Sr. No	Main Category	Category	Sub Category
102	Connectivity-Feedback	Change-Feedback	Surrender Of Scenario-Feedback
103	Connectivity-Feedback	Change-Feedback	Tick By Tick - Category T-Feedback
104	Change in TM/CM - Ownership/Directors/Address/Name-Feedback	Transfer-Feedback	Transfer / Change in Control-Feedback
105	Fees / Charges / TDS / Turnover-Feedback	Turnover Details-Feedback	Turnover Certificate-Feedback
106	Change in TM/CM - Ownership/Directors/Address/Name-Feedback	Change in Constitution-Feedback	Upgradation / Change in constitution of member-Feedback
107	Sub Broker / Authorised Person-Feedback	Sub Broker-Feedback	Withdrawal Of Sub Broker-Feedback
108	CONNECTIVITY-Feedback	NEAT-Feedback	Leased Line-Feedback
109	CONNECTIVITY-Feedback	NEAT-Feedback	VSAT-Feedback
110	NEAT / NEAT Plus Functionality-Feedback	NEAT - CDS-Feedback	CDS NEAT features and functionalities-Feedback
111	Order / Trade Confirmation-Feedback	CDS-Feedback	CDS Quantity Freeze Rejection-Feedback
112	Circulars-Feedback	Circulars - CDS TRADE-Feedback	Clarification on CDS Circulars downloaded-Feedback
113	Order / Trade Confirmation-Feedback	CDS-Feedback	Delay in CDS Order Confirmation/ Rate Refresh/ Trade Confirmation/ Status of Order-Feedback
114	Upload / Download Files-Feedback	EOD Files - CDS-Feedback	EOD Trade reports, Order Log, contract.txt, participant.txt, spread.txt-Feedback
115	Upload / Download Files-Feedback	Extranet - Location of files - CDS-Feedback	Location of CDS Files on extranet-Feedback
116	Upload / Download Files-Feedback	Extranet - Login Issues - CDS-Feedback	Not able to login to Extranet [CDS]-Feedback
117	Order / Trade Confirmation-Feedback	CDS-Feedback	Price Freeze Rejection [CDS]-Feedback
118	Pro Enablement / Disablement-Feedback	User ID - CDS -Feedback	Pro Enablement /Disablement [CDS]-Feedback
119	User ID / Login - Issues-Feedback	User ID - CDS - Operations-Feedback	Reset Password [CDS]-Feedback
120	User ID / Login - Issues-Feedback	User ID - CDS - Operations-Feedback	Setting up of Users Order Limits [CDS]-Feedback
121	User ID / Login - Issues-Feedback	User ID - CDS - Operations-Feedback	To what IP is ID mapped / ID of Box [CDS]-Feedback
122	User ID / Login - Issues-Feedback	Login failure-Feedback	Unable to log on NEAT Plus-Feedback
123	User ID / Login - Issues-Feedback	User ID - CDS - Operations-Feedback	Unlocking / Trading from NSE premises [CDS]-Feedback
124	Trading From NSE premises-Feedback	Contingency Pool - CDS-Feedback	Use of NSE premises for trading [CDS]-Feedback
125	User ID / Login - Issues-Feedback	User ID - CDS - Operations-Feedback	User Signed On [CDS]-Feedback
126	MFSS / IPO / Auction-Feedback	Auction-Feedback	Auction Trading-Feedback
127	Upload / Download Files-Feedback	Bulk / Block-Feedback	Bulk/Block Reporting-Feedback
128	Circulars-Feedback	Circulars - CM TRADE-Feedback	Clarification on CM Circulars downloaded-Feedback
129	NEAT / NEAT Plus Functionality-Feedback	NEAT - CM-Feedback	CM NEAT features and functionalities-Feedback
130	Order / Trade Confirmation-Feedback	CM-Feedback	Delay in CM Order confirmation/ Rate Refresh/ Trade confirmation/ status of order-Feedback
Sr.	Main Category	Category	Sub Category

No			
131	Upload / Download Files-Feedback	EOD Files - CM-Feedback	EOD Trade reports, Order Log and security.txt, participant.txt & freefloat.txt files-Feedback
132	Order / Trade Confirmation-Feedback	CM-Feedback	Price Freeze Rejection [CM]-Feedback
133	Pro Enablement / Disablement-Feedback	User ID - CM -Feedback	Pro Enablement /Disablement [CM]-Feedback
134	NEAT / NEAT Plus Functionality-Feedback	NEAT - CM-Feedback	Qty Freeze Alerts-Feedback
135	User ID / Login - Issues-Feedback	User ID - CM - Operations-Feedback	Reset Password [CM]-Feedback
136	User ID / Login - Issues-Feedback	User ID - CM - Operations-Feedback	Setting up of Users Order Limits [CM]-Feedback
137	User ID / Login - Issues-Feedback	Login failure-Feedback	Unable to log on NEAT/NEAT Plus-Feedback
138	User ID / Login - Issues-Feedback	User ID - CM - Operations-Feedback	Unlocking / Trading from NSE premises [CM]-Feedback
139	Trading From NSE premises-Feedback	Contingency Pool - CM-Feedback	Use of NSE premises for trading [CM]-Feedback
140	User ID / Login - Issues-Feedback	User ID - CM - Operations-Feedback	User Signed On [CM]-Feedback
141	Circulars-Feedback	Circulars - F&O TRADE-Feedback	Clarification on F&O Circulars downloaded-Feedback
142	Upload / Download Files-Feedback	EOD Files - F&O-Feedback	Contract files not received-Feedback
143	Order / Trade Confirmation-Feedback	F&O-Feedback	Delay in F&O Order confirmation/ Rate Refresh/ Trade confirmation/ status of order-Feedback
144	Upload / Download Files-Feedback	EOD Files - F&O-Feedback	EOD Trade reports files not received-Feedback
145	NEAT / NEAT Plus Functionality-Feedback	NEAT - F&O-Feedback	F&O NEAT features and functionalities-Feedback
146	Order / Trade Confirmation-Feedback	F&O-Feedback	F&O Quantity Freeze Rejection-Feedback
147	Upload / Download Files-Feedback	Give up-Feedback	Give Up by Clearing Members-Feedback
148	Order / Trade Confirmation-Feedback	F&O-Feedback	Options Price Flex-Feedback
149	Upload / Download Files-Feedback	EOD Files - F&O-Feedback	Order Log files not received-Feedback
150	Order / Trade Confirmation-Feedback	F&O-Feedback	Price Freeze Rejection [F&O]-Feedback
151	Pro Enablement / Disablement-Feedback	User ID - F&O-Feedback	Pro Enablement /Disablement [F&O]-Feedback
152	Order / Trade Confirmation-Feedback	F&O-Feedback	Rejection of Trade Cancellation Request-Feedback
153	User ID / Login - Issues-Feedback	User ID - F&O - Operations-Feedback	Reset Password [F&O]-Feedback
154	User ID / Login - Issues-Feedback	User ID - F&O - Operations-Feedback	Trading from NSE premises-Feedback
155	User ID / Login - Issues-Feedback	User ID - F&O - Operations-Feedback	Unlocking / Trading from NSE premises [F&O]-Feedback
156	User ID / Login - Issues-Feedback	User ID - F&O - Operations-Feedback	User Signed On [F&O]-Feedback
157	MFSS / IPO / Auction-Feedback	IPO - ASBA-Feedback	ASBA - Order Query-Feedback
158	MFSS / IPO / Auction-Feedback	IPO - ASBA-Feedback	ASBA E-Forms Query-Feedback
159	MFSS / IPO / Auction-Feedback	IPO - ASBA-Feedback	ASBA Empanelment Query-Feedback
160	MFSS / IPO / Auction-Feedback	IPO - ASBA-Feedback	ASBA Features-Feedback
Sr. No	Main Category	Category	Sub Category
161	MFSS / IPO / Auction-Feedback	IPO - ASBA-Feedback	ASBA requests for Mock-Feedback
162	MFSS / IPO / Auction-Feedback	IPO - ASBA-Feedback	ASBA Trading Query (Mock/Live)-Feedback

Sr. No	Main Category	Category	Sub Category
163	MFSS / IPO / Auction-Feedback	IPO - Submission of Undertaking-Feedback	Fist time TM IPO undertaking-Feedback
164	MFSS / IPO / Auction-Feedback	IPO - Forthcoming-Feedback	Forthcoming IPO Query-Feedback
165	NEAT / NEAT Plus Functionality-Feedback	NEAT - IPO-Feedback	IPO NEAT features and functionalities-Feedback
166	MFSS / IPO / Auction-Feedback	IPO - Others-Feedback	IPO- Parameters Mock and Live-Feedback
167	NEAT / NEAT Plus Functionality-Feedback	NEAT - IPO-Feedback	NEAT Order query IPO-Feedback
168	MFSS / IPO / Auction-Feedback	IPO - ASBA-Feedback	Reset Password [ASBA]-Feedback
169	User ID / Login - Issues-Feedback	User ID - IPO - Operations-Feedback	Reset Password [IPO]-Feedback
170	User ID / Login - Issues-Feedback	User ID - IPO - Operations-Feedback	User ID Activated for IPO-Feedback
171	User ID / Login - Issues-Feedback	User ID - IPO - Operations-Feedback	User ID Unlock - IPO-Feedback
172	User ID / Login - Issues-Feedback	User ID - IPO - Operations-Feedback	User Signed On [IPO]-Feedback
173	NEAT / NEAT Plus Functionality-Feedback	NEAT - MFSS-Feedback	MFSS NEAT PLUS feature & functionalities-Feedback
174	User ID / Login - Issues-Feedback	User ID - MFSS - Operations-Feedback	Password Reset and Sign On [MFSS]-Feedback
175	MFSS / IPO / Auction-Feedback	MFSS - AMC-Feedback	Queries from AMC's-Enablement of ARN-Feedback
176	MFSS / IPO / Auction-Feedback	MFSS - AMC-Feedback	Queries from AMC's-Funds not received-Feedback
177	MFSS / IPO / Auction-Feedback	MFSS - AMC-Feedback	Queries from AMC's-Scheme related Queries-Feedback
178	Upload / Download Files-Feedback	MFSS [Upload / Download Files]-Feedback	Queries from Trading members for various reports-Feedback
179	MFSS / IPO / Auction-Feedback	MFSS - Others-Feedback	Queries from Trading members-Mutual Fund units not received-Feedback
180	Order / Trade Confirmation-Feedback	MFSS-Feedback	Queries from Trading members-Order Related Query-Feedback
181	MFSS / IPO / Auction-Feedback	MFSS - Redemption-Feedback	Queries from Trading members-Redemption proceeds not received-Feedback
182	MFSS / IPO / Auction-Feedback	MFSS - Others-Feedback	Registrar Queries-Schemes and Trade Related-Feedback
183	User ID / Login - Issues-Feedback	User ID - SLB - Operations-Feedback	Password Reset and Sign On [SLB]-Feedback
184	Order / Trade Confirmation-Feedback	SLB-Feedback	Price Freeze Rejection [SLB]-Feedback
185	NEAT / NEAT Plus Functionality-Feedback	NEAT - SLB-Feedback	SLB NEAT PLUS feature & functionalities-Feedback
186	NEAT / NEAT Plus Functionality-Feedback	NEAT - SLB-Feedback	SLBM- Trading Queries-Feedback
187	User ID / Login - Issues-Feedback	User ID - SLB - Operations-Feedback	Unlocking of ID-Feedback
188	Circulars-Feedback	Circulars - WDM TRADE-Feedback	Clarification on WDM Circulars downloaded-Feedback
189	Upload / Download Files-Feedback	Extranet - Location of files - WDM-Feedback	Location of WDM Files on extranet-Feedback
Sr. No	Main Category	Category	Sub Category
190	NEAT / NEAT Plus Functionality-Feedback	NEAT - SLB-Feedback	Not able to login in TWS-Feedback
191	Upload / Download Files-Feedback	Extranet - Login Issues - WDM-Feedback	Not able to login to Extranet [WDM]-Feedback

192	User ID / Login - Issues-Feedback	User ID - WDM - Operations-Feedback	Reset Password [WDM]-Feedback
193	User ID / Login - Issues-Feedback	User ID - WDM - Operations-Feedback	To what IP is ID mapped / ID of Box [WDM]-Feedback
194	Trading From NSE premises-Feedback	Contingency Pool - WDM-Feedback	Use of NSE premises for trading [WDM]-Feedback
195	User ID / Login - Issues-Feedback	User ID - WDM - Operations-Feedback	User Signed On [WDM]-Feedback
196	NEAT / NEAT Plus Functionality-Feedback	NEAT - WDM-Feedback	WDM NEAT features and functionalities-Feedback

Thank You