

**NATIONAL COMMODITY CLEARING LIMITED**
**Frequently Asked Questions (FAQs) - Logistics and Warehousing Version 3.3**

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The details here are illustrative in nature. Members should refer latest circulars/ guidelines/ announcements published by NCCL from time to time.

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## FAQs for Logistics and Warehousing

**1. Where can I find the list of Warehouse Service Providers empaneled with NCCL?**

List of empaneled WSPs is available on website of NCCL and can be found in the following link <https://nccl.co.in/warehousing/wsp/exchange-empanelled-wsps>

**2. Where can I find the list and contact details of warehouses approved by NCCL for delivery?**

The list and details of contact person of warehouses approved by NCCL for delivery is available on the website of NCCL and can be found in following link <https://nccl.co.in/warehousing/warehouse-data> under the description 'Approved warehouses for delivery as on <date>'

**3. What are the rates for storage of various goods and applicable assaying charges for deposit in warehouses approved by NCCL?**

Warehouse and Assaying charges are available on NCCL website at the following link <https://nccl.co.in/warehousing/warehouse-data> under the description 'Indicative storage and assaying charges'.

**4. Do I need to open a Repository account before depositing goods in warehouse approved by NCCL?**

Yes, you should open a repository account with any of the repository participants of National E-repository Limited (NeRL) before physically depositing goods in warehouses approved with NCCL. "Repository Account Opening Manual" is available on NeRL web site at the link <http://nerlindia.com/wp-content/uploads/2020/01/NERL-ACCOUNT-OPENING-MANUAL-v1.3.pdf> and may be referred for general guidelines and other requirements for opening an account.

**5. Is it mandatory to book space before depositing goods in the Warehouses approved by NCCL?**

Yes, it is mandatory to book space before depositing goods in the Warehouses approved by NCCL. For this, you need to use the Warehouse Space Reservation system (WSR) and initiate a booking request through your e-Repository login credentials into NERL Warehouse Space Reservation System (URL: <https://wsr.erepository.in>). Detailed process with respect to WSR is available in "WSR User Manual" on NeRL Website.

## **6. What are the rules related to Warehouse Space Reservation system?**

The following rules are formulated for smooth operation of the WSR. Participants are requested to acquaint themselves with these rules.

- a) Booking window for initiating booking requests by participants/clients will be open from 9.00a.m. to 5.00p.m. on all days.
- b) Each participant will be allowed to book space of maximum up to 500 MT per Warehouse per day or as may be notified by NCCL from time to time. Applicable maximum booking quantity of WSR is available on NCCL website. Participants should refer to NCCL website at the following link <https://nccl.co.in/warehousing/warehouse-data>.
- c) Booking charges will be levied as per structure notified by NeRL from time to time.
- d) Rights to modify any parameter in this system shall rest with the Exchange/NCCL.
- e) E-Mail confirmations informing about the status of their booking will be sent on registered Email ID
- f) Participants are requested to check their registered Email id for accurate receipt of email confirmations.
- g) At the time of initiating a Booking request, the depositor participant will be asked to select a Deposit End date.
- h) Deposit start date is automated and fixed at Booking day. Booking period i.e. difference between deposit start date and deposit end date is a maximum of 7 Calendar days.
- i) Entire quantity under a Booking request should be deposited before deposit end date. Any quantity remaining to be deposited thereafter will not be accepted for deposit in the said Warehouse under the said Booking request.
- j) Upon confirmation of booking requests, the WSP will be able to do the scheduling of day wise deposits in consultation with the depositing clients/participants.

## **7. Is it mandatory to submit Know Your Depositor (KYD) form before depositing in NCCL approved warehouses?**

Yes, it is mandatory to submit information as required in the Know Your Depositor (KYD) form. KYD forms are available on the website of respective warehouse service providers. Any person or entity desirous of depositing goods in approved warehouse of NCCL must submit information in the prescribed formats. You may refer to the website of the respective WSP for the formats.

Gist of the required KYD forms and their respective frequency of submission is detailed below:

Format	Frequency	To be filled by
Annexure 1	One time for each WSP	Any resident individual (including sole proprietor) who deposits goods (irrespective of whether he deposits the goods on his own account or on behalf of another beneficiary)
Annexure 2A	One time for each WSP	Any non-individual (i.e., Company or LLP) who deposits goods (irrespective of whether he deposits the goods on his own account or on behalf of another beneficiary)
Annexure 2B	One time for each WSP	Any non-individual (i.e., Partnership firm) who deposits goods (irrespective of whether he deposits the goods on his own account or on behalf of another beneficiary)
Annexure 3	At the time of each deposit covered by a single Warehouse Space Reservation Request (WSR)	Any individual/ non individual who deposits goods (irrespective of whether he deposits the goods on his own account or on behalf of another beneficiary)

**8. After receiving confirmation of booking in WSR, do I need to contact the warehouse?**

Yes, you need to contact the warehouse before sending your trucks. It is advised to take schedule of deposit from the warehouse to avoid delays in unloading of your trucks at the warehouse.

**9. After deposit of goods in the warehouse, will the WSP provide acknowledgement of receiving the goods?**

Yes. The WSP will acknowledge receipt of physical goods in its warehouse. Corresponding electronic credit after applicable deductions will also be effected by the WSP in your repository account in due course of time.

**10. Can I physically inspect my goods in NCCL approved warehouses?**

Yes, you are permitted to carry out physical inspection of your goods in NCCL approved Warehouses if you are having commodity balances in your electronic repository account. You will have to submit a request to NCCL for permitting physical inspection. The process to be followed for the purpose of requesting physical inspection is available on NCCL website is given in the link below.  
<https://nccl.co.in/warehousing/wsp/process-for-physical-inspection-of-goods-in-approved-warehouses-by-holders>

**11. How can I receive physical commodity against electronic balance in my repository account?**

You will have to follow the physical delivery request process which is listed below:

- a) Give a written request to his Repository Participant (RP) in prescribed form i.e. Withdrawal Initiation Request Form
- b) RP will provide a Withdrawal Request Receipt (WRR) to the participant, which you have to produce at the time of taking the physical commodities out from Warehouse.
- c) Once the withdrawal initiation request is received from you, RP verifies the same with your holdings in Electronic form.
- d) If the verification is successful, RP will send the (WRR) delivery instructions to the Warehouse
- e) You have to approach the Warehouse with the authorization code, original withdrawal papers, authorization letter in favour of person taking delivery and his proof of identity.
- f) Warehouse will match WRR instruction along with participant's proof of identity and then deliver the goods

**12. Can I get the quality of the goods verified at the time of taking physical delivery of my goods from warehouses approved by NCCL?**

Yes. You will have to make a request to NCCL for appointing an assayer for allowing sampling at the time of lifting of goods from the Warehouse and testing of these samples by the NCCL appointed assayer for the purpose of verification of quality of commodity which is received by you against a buy obligation on the Exchange platform. It is important to note that such requests should be made before the EDD of the goods stored in NCCL approved Warehouses and reflected in your repository account.

Further, such request should be made on submission of all documents to the WSP. The framework for sampling at the time of taking physical delivery is available on our website at

<https://nccl.co.in/warehousing/wsp/frame-work-for-sampling-at-the-time-of-taking-physical-delivery>

### 13. Is my presence during remat testing mandatory?

Your presence during Remat Testing is not mandatory. You may appoint and authorize your representative for witnessing the procedures. Alternately, as the assayer appointed by the Clearing Corporation is an Independent Assayer, you may also choose to inform the Remat Assayer to go ahead with the testing in your absence.

### 14. Where do I raise a complaint or query or provide feedback or suggestion on issues relating to warehousing services of WSP?

You can send an e-mail to the Customer Service Group of the respective WSP with a copy to Customer Service Group of NCCL for any complaint, query, feedback or suggestion on issues relating to warehousing services of the WSP. Contact details of Customer Service Group of WSP and of NCCL are given in below:

Contact details of Customer Service Group of WSP

WSP	Email ID	Phone Nos.
National Commodities Management Services Limited	<a href="mailto:Support.ccg@ncml.com">Support.ccg@ncml.com</a>	0124-4338207
LTC Commercial Company Private Limited	<a href="mailto:askus@lfcagro.in">askus@lfcagro.in</a>	8003593435 /409
Star Agriwarehousing And Collateral Management Limited	<a href="mailto:askus@staragri.com">askus@staragri.com</a>	0141-2371079 9314058569
Shree Shubham Logistics Limited	<a href="mailto:askus@ssll.in">askus@ssll.in</a>	022-3500 7548 022-3500 7527
Janhavi Promoters Private Limited	<a href="mailto:askus@janhavi.co.in">askus@janhavi.co.in</a>	9610621210
National Bulk Handling Corporation Private Limited	<a href="mailto:askus@nbhcindia.com">askus@nbhcindia.com</a>	1800 103 6242
JICS Logistic Limited	<a href="mailto:askus@jicslogistic.com">askus@jicslogistic.com</a>	9350274983

The copy of e-mail can also be marked to NCCL-CSG at [contactus@nccl.co.in](mailto:contactus@nccl.co.in)

Contact Details of Customer Service of NCCL

<b>Toll Free Number</b>	1800 266 6007
<b>E-mail id</b>	<a href="mailto:contactus@nccl.co.in">contactus@nccl.co.in</a>

### 15. What is the procedure to escalate complaints relating to logistics and warehousing?

First step is to submit the complaint to the Customer Service Group of the concerned WSP with a copy to Customer Service Group of NCCL.

#### Escalation Level 1:

If the issue complained of does not get resolved or in the event the resolution provided is not satisfactory, the participant/complainant may call / forward the details to

<b>Toll Free Number</b>	1800 266 6007
<b>E-mail id</b>	<a href="mailto:contactus@nccl.co.in">contactus@nccl.co.in</a>

#### Escalation Level 2:

<b>E-mail id</b>	<a href="mailto:wgc@nccl.co.in">wgc@nccl.co.in</a>
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All participants are requested to ensure that following details are provided while forwarding their complaints as at escalation levels 1 and 2 above:

- Registered client id (UCC):
- Name of client:
- PAN:
- Mobile Number:
- Valid Ticket Reference Number (provided when an escalation e-mail is received at NCCL-CSG):
- Date of lodging the complaint with WSP:

**16. Is it possible to know the average value of quality parameters for commodities stored in warehouse approved by NCCL?**

Report indicating average value of quality parameters of selective commodities stored in NCCL approved warehouses is updated on NCCL website on a **fortnightly basis**. The report named “Average value of quality parameters of selective commodities” is available at the following link <https://nccl.co.in/warehousing/warehouse-data>

**17. Is it possible to know total quantity for which booking is received in WSR for a particular commodity?**

A report indicating details of space booking requests received through Warehouse Space Reservation (WSR) system is published on NCCL website on a **daily basis**. The report named “Warehouse Space Reservation (WSR) Details” is available at the following link <https://nccl.co.in/warehousing/warehouse-data>

**18. How much percentage of stock is found to be in deviation from the original results after going through verification of quality at the time of physical withdrawal?**

Such information is contained in the report called “Withdrawal Status” updated by NCCL on a **quarterly basis** available at the following link <https://nccl.co.in/warehousing/warehouse-data>

**19. Is it possible to check ‘Rejected Goods’ stock details in approved warehouses as on date?**

Such information is displayed on website **on daily basis** under report ‘Rejected stock details as on..’ This is available at the following link <https://nccl.co.in/warehousing/warehouse-data>

**20. Is it possible to check ‘Quantum of goods physically withdrawn’ on daily basis?**

Such information is displayed on website **on daily basis** under report ‘Quantum of goods physically withdrawn’ as on.. This is available at the following link <https://nccl.co.in/warehousing/warehouse-data>

**21. Who bears charges and costs during deposit and withdrawal of goods in NCCL approved warehouses?**

All charges and costs payable at the Approved warehouse towards delivery including sampling, grading, weighing, handling charges; storage etc from the date of receipt into Approved warehouse up to date of pay-in & settlement shall be paid by the seller. All charges and costs associated with & including storage, handling etc. after the payout shall be borne by the buyer. In a few commodities, the buyer has to bear the additional shifting charges in the cases where other lots need to be rearranged to get the assigned lot from the stack.