

Forward Markets Commission
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs
Government of India
Mumbai

Guidelines to Clients for filing complaints against Members

File No. FMC/COMPL/IV/2010/Gen Corr

6th July 2010

1. Clients should first send the complaint against any Member to the Exchange with whom the respective member is registered and then to FMC.
2. Complaint should be in writing either in English or Hindi or in any other language included in the 8th Schedule of the Constitution of India and duly signed.
3. Duly signed complaint may be sent either by Post or faxed at. 91-22-22812086 or through e-mail at contact.fmc@nic.in [In case of email, only the first page may be sent by mail and, if possible, the supporting documents may be sent as scanned files of by post].
4. No fee is chargeable on such complaints.
5. The jurisdiction of the Commission is restricted to the violation, if any, of the provisions of the Forward Contract and Regulations Act,1952, or Forward Contracts (Regulation) Rules 1954, or Bye laws of recognised / registered Associations/ Exchanges.
6. Documents, if any, enclosed in support of the allegations/Contentions made in the complaint must be legible.
7. The details as mentioned in the format should preferably be mentioned in the enclosed [complaint format](#). This would facilitate in processing a complaint expeditiously.
8. Following types of Complaint(s) are ordinarily not entertained:
 - i. Illegible
 - ii. Vague, anonymous or pseudonymous;
 - iii. Trivial or frivolous in nature;
 - iv. Allegations not involving any specific violation of the provisions of the Forward Contract and Regulations Act,1952, or Forward Contracts (Regulation) Rules 1954, or Bye laws of recognised/ registered associations / Exchanges;
 - v. Containing matter which is sub-judice;