



**Code of Conduct for the MCCIL Accredited Warehouse Service Provider (WSPs)**  
**& the Warehouses**

In pursuance to the directives as contained in the directives of SEBI as notified vide SEBI Circular no. SEBI/HO/CDMRD/DMP/CIR/P/2016/103 dated September 27, 2016, empaneled Warehouse Service Providers (WSPs) are required to adhere to the following Code of Conduct while providing its services to the market participants of the Exchange. This Code of Conduct shall be in addition to the obligations stipulated by the Warehousing Development Regulatory Authority (WDRA) under its Acts, Rules and Regulations or such other like regulatory or statutory authorities and the obligations of the WSPs under the WSP Agreement executed by the MCCIL and the WSP.

This Code shall come into effect immediately and shall remain in force unless modified or rescinded by the MCCIL or the SEBI, as the case may be.

The WSP and the Warehouse shall therefore adhere at all times the following code of conduct that, they shall:

- (i) The WSP shall provide the warehousing services to the participants of the Exchange as per the directives and norms issued by the MCCIL and the Regulatory authorities from time to time.
- (ii) Not refuse providing Services to the Members and Participants.
- (iii) Ensure that the warehouses offered for storage of the commodities under the Exchange platform shall be fully compliant with all the local and relevant authorities in all respects.
- (iv) Facilitate weighment, quality testing and certification to the Members/ Participants from pre-designated weighbridge and/ or Assayer out of the panel of Assayers approved by the MCCIL.
- (v) Ensure that necessary steps and precautions are taken so that the quantity and the quality of the commodity is maintained during the storage period and the same is not comingled with any other commodity, at any point of time.
- (vi) Ensure that the premises and surroundings are kept clean and tidy.
- (vii) Not refuse to implement any direction or decision or order of the MCCIL or any Committee or the Board or Relevant Authority, made in conformity with these Bye-Laws, Rules and Regulations/ Business Rules.
- (viii) Make all efforts to protect the interests of Members of the MCCIL/Exchange and their Clients/Investors.

(ix) Always endeavor to render the best possible service to the clients having regard to the clients' needs and the environments and their own professional skills. Also they should ensure that all professional dealings are affected in a prompt, effective and efficient manner; inquiries from Members and their Clients/Investors are adequately dealt with; and grievances of Members and their Clients/Investors are redressed without any delay.

(x) Maintain high standards of integrity in all its dealings with clients in the conduct of its business.

(xi) Endeavour to resolve all the complaints against it or in respect of the activities carried out by it as quickly as possible and in any case within the stipulated timelines.

(xii) Not increase charges / fees for the services rendered without proper advance notice to all concerned.

(xiii) Not make any exaggerated statement whether oral or written to the Members/ constituents either about its qualifications or capability to render certain services or about its achievements in regard to services rendered to other Members/ constituents.

(xiv) Not divulge to other Members/ constituents, press or any other person any information about its Members/ constituents which has come to its knowledge except with the approval / authorisation of the Members/ constituents or when it is required to disclose the information under the requirements of any Act, Rules or Regulations.

(xv) Not make any untrue statement or suppress any material fact in any documents, reports, papers or information furnished to the MCCIL.

(xvi) Not neglect or fail or refuse to submit to the MCCIL or other agencies with which it is registered, such books, documents, correspondence, and papers or any part thereof as may be demanded/ requested from time to time.

(xvii) Ensure that the MCCIL is promptly informed about any action, legal proceedings etc., initiated against it in respect of material breach or non-compliance by it, of any law, rules, regulations, directions of MCCIL/Exchange or of any other regulatory body.

(xviii) Be responsible for the acts or omissions of its employees and agents in respect of the conduct of its business.

(xvix) The WSP shall enter into appropriate agreements with the Depositors/Sellers as may be prescribed by the Exchange from time to time.

(xvv) The WSP shall not directly or indirectly trade in the commodities for which it has been permitted by MCCIL for providing warehousing services to the participants of the Exchange.

(xvi) The WSP shall ensure that customer complaints are accorded high priority and are redressed in such manner, if prescribed by the Exchange/MCCIL or the Regulatory Authority as the case may be. The WSP shall maintain necessary registers for recording of such complaints which should contain all necessary details as to the depositor of the goods, lots nos, no of bags, stack no/bay no, date of inward, date of assaying, name and address of complainant, nature of complaint, manner of closing of complaint etc.; and shall be produced before the MCCIL or the Authority as the case maybe, whenever, demanded.