



Circular No: IEX/MO/350/2020

Date: 25th March 2020

Continuity of 24x7 Business Operations of IEX

Dear Members,

COVID-19 has been declared a pandemic by the World Health Organization (WHO) on 11th March 2020 and organizations globally as well as in India are taking measures to ensure business continuity for their customers and business partners while also ensuring the well-being of their employees.

At IEX, our endeavour has always been to ensure that we have the business continuity readiness in place to ensure that the 24x7 services that we offer to our members do not get impacted under any circumstance. In response to the countrywide lockdown announced by our Honourable Prime Minister, we have initiated our Business Continuity Plan to ensure the availability of 24x7 services to all our members.

With our business continuity plan in place, we at IEX, will like to assure all our members that our business operations will continue to function 24x7 to provide continuous, seamless and secure services to all our members.

If you need any help or if you have any queries, please reach out to us at the numbers mentioned below. We are available 24x7 to provide you with all the required help and to resolve all your queries.

- Bidding – For all surveillance related queries **011-43004035/39/43/83**, for night shift only **01143004005**
- Scheduling of the cleared bids – **011-43004031/41/42/89**
- Financial clearing and settlement – **011-43004037/80/88**

**For and on behalf of
Indian Energy Exchange Limited**

**Amit Kumar
Senior Vice President
(Market Operations)**

----- Corporate office-----

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