



INVESTOR REDRESSAL MECHANISM

1. A register of complaints shall be maintained centrally at the head office in accordance to the rules, regulations, Bye laws and directives of the Exchanges/SEBI stating complete detail of complaint including name of originating branch, sub-broker, authorized person etc.
2. An email id shall be exclusively designated for reporting complaints/grievances by the investors for reporting complaint electronically. The said email-id shall be informed to all investors and also displayed on the official website of the company. The designated email-id shall be printed on various stationary including KYC form and contract notes etc.
3. All the complaints registered with SEBI/NSE/BSE/MCX-SX/USE and/or received directly from investors shall be recorded in complaint register with status and other details including the mode of received (e.g. verbally, telephonically, electronically and physically). Complaint received physically and electronically by email shall be filed serially in a box file with indexes.
4. The investor grievance redressal cell will monitor and redress the investor's complaint in supervision of Compliance officer. The board of directors of the Company also reviews the grievances status on a periodic basis.



5. It will be the duty of grievance redressal cell of the company to ensure that the complaints received from investors are redressed earliest and without delay. The board of directors also periodically monitors the status of pending complaints and duration of pendency. In cases wherein there is a delay in redressal whatever the reasons are, suitable instructions shall be given, which includes assistance from the legal consultants and other agencies to ensure the redressal earliest. The company has set a target period of maximum 30 days for redressal of any complainant provided the matter is not sub-judice before any court of law.

6. The Company shall regularly monitor the complaints according to its nature, originating branch, against a particular employee and/or sub-brokers, authorized person etc. Suitable steps/actions shall be taken against the branches, employees, sub-brokers etc. from where maximum complaints are received/ shall be received. The analysis of nature of complaints helps the management to strengthen the systems further and to put in place necessary additional checks. Periodic MIS shall be prepared for smooth analyzing the complaints.