

INVESTOR GRIEVANCE POLICY

- The register of complaints is maintained at the head office under the observation and control of the director.
- All the clients are informed that in case of any grievance they have an option of writing the same in the Investor Grievance Register maintained at the office or can report the grievance through email or can meet the director to discuss any point of observation as may be required.
- The e-mail id for redressal of investor grievances is informed to the clients through KYC and Contract Notes.
- There are no investor complaints pending with any of the Exchanges.
- We have not received any complaint till date and hence no complaints are recorded in the Register of Complaints.
- The director / senior employee is responsible to see that there are no investors pending.
- There is an escalation mechanism in case if any investor complaint does not get redressed by the director in charge or by the senior staff.
- As no complaints are received, requirement of analysis is not required, however the same will be analyzed as and when complaints are received.
- The director personally looks into the regular operations and monitors and controls the operations to ensure that cheque received from clients are properly accounted in the respective client ledger only.
- Any transactions entered into for dormant accounts (not being operated in last 24 months), then before entering the transaction the dealers enquires about the same from the head dealer / director before entering the trade and thus enters a trade only after verifying the authenticity of client entering the order.