

Policy on Investor Grievance's Redressal

- (i) A register of complaint containing prescribed particulars be kept at H.O. and each branch and entries made therein on the same day of receipt of complaint from a client. The nature, fact and circumstances for the occasion of complaint be discussed and efforts made to discuss not with the client and sort/ settle the grievance to the satisfaction of the client. All concerned staff/ dealers be directed to ensure that such grievance is not allowed to recur.
- (ii) An exclusive e-mail id be created for receipt of Investor grievances through e-mail. The compliance officer to check this mailbox on daily basis and in case of receipt of any complaint, the procedure as in (i) shall be promptly adopted for redressal.
- (iii) In case of frequent complaints of identical nature, the concerned staff/ employee shall be subjected to disciplinary action.