

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 by the quarterly statements sent and even on the contract notes sent to the client or website of the organization.
- 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 analysed as and when complaints are received.