

Investor Grievance Mechanism

SEBI Rules, Regulations and Circular Reference No.

- **Regulation 6A(1) (e) & 26 (iv) of Stock broker regulation**
Redressal of grievances of the investors within one month of the date of receipt of the complaint.
- **MRD/DoP/Dep/SE/Cir-22/06 dated December 18, 2006**
All the brokers/sub-brokers are to designate an e-mail ID of the grievance redressal division/compliance officer exclusively for the purpose of registering complaints by investors.

Maintenance of records for Investor Grievances:

1. Complaint Register:

To be kept by Broker at all offices (at HO, Branch and at sub-broker's office)

2. Dedicated Investor Grievance Email ID:

To be informed to investors/clients through Welcome letter, Contract Notes and on Website.

3. Investor Grievance handling Mechanism:

Documented Policy for Investor grievance handling to be specified for e.g. Compliance officer regularly access investor grievance e mail ID and Complaint Register to verify for the complaints if any.

Internal Audit Requirement

- Number and value of investor complaints pending at the beginning of half year:-
- Number and value of investor complaints received during half year
- Number and value of investor complaints resolved during half year
- Number & value of investor complaints pending as on the last day of half year
- Give breakup of the pending investor complaints from branch/Head office/sub broker
- Comment on investor grievance handling mechanism of the member.
- Summary on nature of complaints received and action taken by the member
- What is the duration of the longest pending investor complaint?
- Whether specific action plan is framed by the member in respect of long pending complaints?
- Whether designated email id for investor grievance is created and informed to the investors?
- Whether complaints received on the designated email ID are being looked into to address the same?



Common questions:-

1. To provide one annexure this covers reconciliation if the list is big.
2. Arbitration is to be considered if it is in progress. If judgment came than no need to mention it.
3. To obtain snapshot of e mail ID in box.
4. Duration means last reply of complaints
5. E mail ID should be specific for investor grievances only
6. E mail ID to be informed through KYC/CN

Investor Redressal Mechanism

At the end of day, we checked our mail box for investor grievances and retrieve if any complaint. And we follow up with client to resolve the complaint till his satisfaction. Branch wise Register of Complaints is maintained. As we have not received any complaints. Periodically feedback by concerned officer is obtained.

In case of long pending complaints we immediately takes follow up if there is no response from client side. Our reply and clarification goes immediately after receiving the same. If the same is outstanding at exchange side we also call exchange official to know the status of the complaint. Our director personally attends the complaint at IGRC and arbitration.