

INVESTOR GRIEVANCE REDRESSAL MECHANISM

Customer complaints should be immediately attended by the concerned department and in case the complain remains unresolved within 1 week the same should be escalated to the Compliance officer. If the complain still remains unresolved for a further period of 15 days to a month, the same would be reported to the Director-Operations who shall personally look into the customer's complain. A specific (designated) email ID is created for customers complain and shall be regularly monitored by the compliance officer. If any legal issue is involved then the Exchange's Arbitration mechanism is sought.