

INVESTOR GRIEVANCE POLICY

This is an internal policy of Nidh Broking Services Pvt Ltd for Investor Grievance handling.

1. An Investor /Client can make his/her complaint through email or letter to the Company.
2. The Investor/Client can make a written complaint through letter and sent it or hand delivered to Company's Head Office.
3. Handling of all investor grievances is a centralized function and is being handled by Compliance department at corporate office.
4. Under the SEBI directive a designated e-mail id has been created grievances@nidhibroking.com & the same has been displayed on our website **www.nidhibroking.com**. This e-mail id would be monitored by compliance department on daily basis.
5. All the Investor Grievances received in writing at H.O. or at the grievances@nidhibroking.com would be verified and scrutinize by the compliance department and it would initiate necessary steps to resolve the complaint within 1 -2 working days of the receipt of the complaint by them.
6. Any course of action which involves the concerned department at Head office it would be informed to the concerned head of the department and Business team. Likewise, if the course of action which involves **branch and or associate**, business team at the corporate office would be informed/updated.
7. If there is no response from concerned department or **the branch and or associate** within 3 working days of the complaint, the same would be escalated to Head Compliance for immediate action and if there no response within 5 working days the same would be reported to the Designated Director as in the form of an MIS reporting
8. All investor grievances should be resolved within time period of 15-25 days of the receipt of the complaint to the department.

9. More than 3 complaints received during a month from the same **branch** (number of complaints is subject to review depending upon the market conditions and volumes generated by the branches and or associates) Head of business would have to seek an explanation from the branch manager and keep the compliance department informed/updated.

10. All the investor grievances would be handled in the following manner by the compliance department:

a) All the investor grievances (hard copy or softcopy) would be updated **in an excel register (softcopy)/ in complaint register (hardcopy)** as in the format specified in **Annexure-1** on the same day of the receipt of the complaint. This register would be monitored by the compliance officer.

b) After verification and scrutiny the appropriate steps would be initiated to resolve the complaint at the earliest.

c) A monthly MIS of the complaints received, pending and or resolved would be given to the Head of Business and designated Directors of the Company.

d) As per the **exchange/depository/SEBI** directives the complaint register has to be maintained in hardcopy function wise i.e. **Broking compliant register, DP complaint register and PMS complaint register** as in the format specified in Annexure-1

e) Therefore, compliance department will ensure that depending upon the type of the complaint, all the information i.e. from the receipt of the complaint till the status of being resolved would be updated in the register as stated in point 10 d 11. The compliance officer would ensure that it gives its sign-off only after the complaint is resolved.

11. This policy is to be reviewed as & when management thinks fit or whenever changes are mandated by statutory authorities.

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.

The above Policy was approved by the Board of Directors of the Company at its Meeting held on _____.

Date:

Place:

Authorized Signatory

Annexure-1

Sr. No.	Client Code	CLIENT NAME & DATE OF COMPLAINT	PARTICULARS OF COMPLAINT	COMPLAINT RECEIPT DATE	MODE OF RECEIPT	HANDOVER TO DEPARTMENT	DATE OF GRIV
		(LETTER DATE)			EMAIL\LETTERS\OTHERS		

