



Rajgul Securities Private Limited

INVESTOR GRIEVANCE POLICY

Policy:

1. Handling of all investor grievances is a centralized function and is being handled by Compliance department. As per SEBI guideline a designated email id complaint@rajgul.com has been created by the company and the same has been displayed on our website www.rajgul.com. This e-mail id is being monitored by compliance department on regular basis.
2. All the Investor Grievances received at the complaint@rajgul.com is verified and scrutinize by the compliance department and it is initiated necessary steps to resolve the complaint within 7 working days of the receipt of the complaint.
3. Any course of action which involves the other concerned department at the Head Office, it is be informed to the concerned head of the department and Business team.
4. If there is no response from concerned department within 3 working days of the complaint, the same is escalated to Designated Director for immediate action.
5. All investor grievances have to be resolved within time period of 15 days of the receipt of the complaint.
6. An Investor Grievance Register is maintained. This register is subjected to audit and inspection by the Whole Time or Designated Director / Compliance Officer / Investor Grievance Committee which met once in three months.

Procedure:

All the investor grievances is handled in the following manner by the compliance department:

- a.) All the investor grievances is updated in register on the same day of the receipt of the complaint. This register is monitored by the compliance officer.

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

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

d.) Compliance department will ensure that depending upon the type of the complaint, all the information i.e. from the receipt of the complaint fill the status of being resolved would be updated in the register.

In certain cases, adequate feedback / consent is sought for its satisfactory resolution to the complaint before its formal closure by the Compliance Department. The Compliance Officer would ensure that it gives its sign-off only after the complaint is resolved.

e.) Exchange site is also seen and updated.

INVESTORS' GREIVANCE REDRESSAL NOTICE

At RAJGUL we are committed to provide hassle free and transparent services to investors and also thrust to resolve any complaint / grievance of investors in the most efficient and transparent manner.

In case of any grievance, you are requested to register your complaint / grievance in Writing only in the Complaint Register, which is available with Mr. Ashish Bhala, Compliance Officer.

Also, an investor can lodge its complaint / grievance by sending mail to complaint@rajgul.com

For Rajgul Securities Pvt Ltd

(Ashish Bhala)
Compliance Officer