

## **INVESTOR GRIEVANCE REDRESSAL MECHANISM**

### **PRIME RESPONSIBILITY**

Compliance officer will be primarily responsible for Redressal of each and every investor grievance. He along with his backoffice team will take up all the complaints in responsible manner

He shall address each and every grievance within reasonable time and solve it to the satisfaction of complainant.

### **RECEIPTS AND RECORDS**

1. A register of complaints shall be maintained centrally at the head office by compliance officer in accordance to the rules, regulations, Bye laws and directives of the Exchanges/SEBI stating complete detail of complaint.

2. We have already declared email id (i.e. mail@eisec.com) designated for reporting complaints/grievances by the investors for reporting complaint electronically. The said email-id has been informed to all the investors through contract note, website and other documents. The designated email-id has also been printed on various stationary including KYC form and contract notes etc. All emails received to this designated email ID shall be forwarded to the compliance officer and his team automatically. Upon receipt of any complain in this email ID the same shall be updated in register of complaints and Ticket Number shall be allotted to the complainant via mail. Appropriate action shall be taken thereafter. The telephone no designated for investor complaints is 033-40205901.

3. All the complaints registered with SEBI/NSE/BSE/MSEI/MCX and/or received directly from investors at HO and branch level shall be recorded in complaint register with status and other details. Complaint letters received physically and electronically by email shall be filed serially in a file. Ticket Number shall also be recorded and Status of the complaint can be found out via Ticket Number also.

4. The investor grievance redressal cell will monitor and redress the investor's complaint in supervision of Compliance officer. The board of directors of the Company

also reviews the grievances status on monthly basis.

5. It will be the duty of grievance redressal cell of the company to ensure that the complaints received from investors are redressed earliest and without delay. The board of directors also periodically monitors the status of pending complaints and duration of pendency. In cases wherein there is a delay in redressal whatever the reasons are, suitable instructions shall be given, which includes assistance from the legal consultants and other agencies to ensure the redressal earliest. The company has set a target period of maximum 15 working days for redressal of any complainant provided the matter is not sub-judice before any court of law.

6. The Company shall regularly monitor the complaints according to its nature, originating branch, against a particular employee and/or authorized person etc. Suitable steps/actions shall be taken against the branches, employees, authorized person etc. from where maximum complaints are received. The analysis of nature of complaints helps the management to strengthen the systems further and to put in place necessary additional checks. Periodic MIS shall be prepared for smooth analyzing the complaints.