POLICY FOR REDRESS MECHANISM OF INVESTOR GRIEVANCE

ADOPTED BY

GIRIRAJ STOCK BROKING PRIVATE LIMITED

MEMBER: BSE LTD

NSE LTD

Policy for Redress Mechanism of Investor Grievance

We at Giriraj Stock Broking Private Limited end a vort to address all complaints regarding service deficiencies or causes for grievance, for what ever reason, in a reasonable time and manner. We realize that quick and effective handling and resolution of client's /Investor's grievance is essential to provide excellent clients service.

To achieve this , our company has clearly documented policy for redress al of investor grievances. Through this policy, our company shall ensure that as uitable mechanism exists for receiving and addressing complaints from our client's investors with specifice mphasison resolvings such grievance fairly and expeditiously.

This Policy Seeks to ensure:

Grievance, if any, that may arise shall be resolved in a proper and time bound manner with detailed advice to the client/investor. In case the resolution needs time, an interim response acknowledging the grievance/complaint shall be issued.

The Compliance Officer shall give monthly report of the client's grievance to the Directors of the company with complete details as Name and Account number of the client, Nature of Complaint, Date of receipt of the complaint and Status of resolving the same. For grievances remaining unresolved for a period of more than 15 days from the date of receipt, the Compliance Officer shall provide a justification to the Directors.

The Compliance officer shall maintain proper records of all grievances received and resolved'

All personal/ employees at the customer facing channels and other supported departments will be periodically trained in handling of client's Complaints.

The Grievance Redress Mechanism with updated contact details and emailed shall be provided to the clients and uploaded on the company' website, if any.

For disputes or differences a rising between the client and us which in the event of not beings solved /resolved a micably, shall be settled in accordance with and subject to the provisions of the Member Client Agreement entered into by both the parties.

For Giriraj Stock Broking Private Limited

Vinay Jajodia

Vinay Jajodia
Compliance Officer