

## **Investor Compliant Redressal Mechanism Policy**

### **Policy for Long Pending Complaint from Clients**

- 1) A register “Client Complaint Register” to be maintained for recording all kind of complaints from clients with the details viz Date of Complaint, Client Code, Client Name, Description of Complaint, Date of Action taken, Remarks etc. Verification of the Complaint and solution for the same to be done on an immediate basis by the Compliance Officer. The register will be reviewed periodically as and when required.
  
- 2) If Complaints does not get solved within a month, the Compliance Officer shall forward the same to the Director.