

Redressal mechanism for Investor Grievance

Clients are the life blood of business and every effort is made by the company to serve the clients properly. However, clients may have certain grievances and they may want to lodge the complaint. Resolution of investor grievance on an urgent and immediate basis is our first priority. The investor may raise the complaint for many reasons. On analysing it would appear that customer raise the complaint mainly for following reasons: -

- a) Trade without knowledge and consent
- b) Non receipt of contract notes and other documents
- c) Non receipt of documents in time
- d) Not getting proper information about account
- e) Non credit of dividends
- f) Excess charge of brokerage and other charges etc.
- g) Other service related matters

We take necessary precaution for reduction of complaint cases and for that purpose have installed voice recording for trade confirmation, SMS confirmation, online back office facility, customer care facility. Besides, regular call is made from head office for checking the satisfaction of the client. All the documents like contract notes, ledger are sent in time and also as and when required by the client. In spite of all the efforts, there may be cases of client complaint which needs to be attended immediately. Our Investor grievance redressal mechanism is as below:-

- The client may complaint either verbally over phone, through registered e-mail id or by sending letter for the same. Sometimes the client does not raise compliant with us and lodge complaint directly with the exchanges.
- The company has the system of recording each and every complaint in its complaint register. The complaints of the clients are handled at head office by compliance officer. Each complaint either through mail or verbal or through written letter is recorded in the Customer Complaint Register.
- As soon as the complaint is lodged, the investigating official investigates the matter and tries to analyse the facts and circumstances of the cases. If required the logs of SMS and voice recording are also checked. The concerned branch manager is also required to explain the matter in details. Based on all the finding a reply is given to the client.
- The complaint is replied within reasonable time not exceeding one month. In case the complaint is forwarded by the exchange then the reply is made to the exchange within the due time as mentioned by the exchange. The details of the case and reply given are properly recorded in the complaint register.
- In case a meeting is required, the client is asked to meet personally at mutually convenient time to resolve the matter amicably.

- The company has created an e-mail id for reporting of investor e-mail id which is ig@narnolia.com. In case any client wants to lodge complaint through e-mail then it can be lodged at the aforesaid e-mail id. The access to this e-mail id has been given to compliance officer & director of the company. The client is informed about the e-mail id by mentioning the same in our website, Account opening form, Welcome letter and contract notes.
- The client is duly informed about the Grievance redressal email/phone number of exchanges and also made aware about the SCORES portal of SEBI through Account opening form. The link to SCORES portal is duly reflected when a client logs in to our back office/front office.

Escalation clause:-

The complaints are handled at head office and even in case the client has filed complaint in the branch then also the same is forwarded to head office. At head office, the compliance officer investigates into the matter and after analysing all the facts and circumstances of the case give appropriate reply. The compliance officer replies within 15 days of receipt of the complaint. However, in case the complaint is not replied by the compliance officer within 15 days from the date of receipt of complaint then the same is escalated to director who then takes necessary steps for resolving the complaint within a period of 1 month of complaint.