

Investor Redressal Mechanism

Our policy on grievance redressal follows the under noted principles

- Customers to be treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and on time.
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response provided by us.
- We will treat all complaints efficiently and fairly as they can damage our reputation and business if handled otherwise.
- Our employees must work in good faith and without prejudice to the interests of the customer.

We have the complaint register at our main office/ branch office. In addition to above, we have designated separate e-mail id for the investor grievance which is also displayed on our web-site. Hence, the customer can give his complaint in writing, orally or over telephone or through e-mail.

The complaints received at our branch office/ Sub-broker's office is forwarded to HO for the redressal.

At HO, our compliance officer speaks with the client to understand his grievance. If required meeting is arranged with the client and we are trying to solve the matter.

Our past experience has shown that most complaints / problems are getting resolved at the first level itself. However, If customer's complaint is not resolved within given time or if he is not satisfied with the solution provided by us, he can approach IG Cell of the Exchange with his complaint or other legal avenue available for grievance redressal. The entire process is recorded in the complaint register which is maintained at HO/Corporate office.

Investor Grievance Email : investor@rajchandra.com

Turn Around time : 15 Working Days

Mode of Tracking Investor Complaint Status : By providing UCC or BO ID.