



Investor Grievances Redrassal Policy

SEBI Reg No: INZ000074139

MCX Trading Member ID- 55060

NSE Trading Member ID – 90175

BSE Trading Member ID –

Objective:

The objective Of the policy is to Redress the Investor Grievances, in a time bound and speedy way to the satisfaction of the clients.

Where the Client has got any grievances, at branch level or HO level, he / she should first promptly notify the same to the Compliance Officer of our company in writing so as to reach our registered office or through email to our Investor Grievance Cell stating the nature and value (if any) of the grievance along with the relevant supporting documents. All the Grievances are time bound and the clients should strictly adhere to such limitation of time.

The Grievances should reach:

Compliance Officer	NITHYA GOWRI V
Mail Id	grievance@maitracommodities.com
Contact No.	9500096262

After examining the grievance, the same would be recorded by the compliance team and the compliance officer will address the same. Internally the grievance will be informed to the concerned department. The Head(s) of the Department along with staff members will examine the grievance and report the matter to the Compliance Officer within in One week, who in turn will redress the grievance within a maximum period of 30 days from the date of receipt of the grievance. After recording the grievance and action taken in the register. The Management will review the status of all the unresolved grievances if any periodically.

The grievances are monitored centrally from Head Office and any Compliants received at Branches or Sub Brokers or Authorised Persons should be intimated to the Compliance Officer Maximum within seven days from the receipt, along with its explanation and supporting documents, The same will be addressed by the Compliance Officer, As per the Rules, Regulations and Bye Laws of the Exchanges, SEBI, Various Regulators and our own Policies and procedures.

As an on going process the compliance department will at random be in touch with the clients directly and take confirmation and feedback from the clients, on matters relating to transactions and activities at Branch level and dealer level.

In case of concentration of complaints or if serious lapses / fraud is noticed from the review of complaints received from a specific Branch / Sub Broker / Authorised person, The RMS and Compliance team will closely Monitor the transactions and activities of such a location and any deviations observed will be intimated to th Compliance Officer, The Compliance Officer along with the management team would investigate and take appropriate action including that of terminating the appropriate persons and taking all such necessary action as required by the statute.

All the complaints received directly by SEBI / Exchanges / any other regulatoryies will be recorded in the Investor Grievances register and will be resolved in the time frame as per the statute time.

All the griviences which are serious in nature will be put before the Board of Directors. The nature and the speedy disposal of the grievances are monitored by the compliance officer and will be reported to the regulatory, where ever required.

FOR SUPPORT

In case not satisfied with the response from the broker, please contact the concerned exchanges.

	Phone No.	Fax No.	Email ID	Website
Multi Commodity Exchange of India Ltd. (MCX)	(022) 6731 8888	(022) 6649 4151	grievance@mcxindia.com	www.mcxindia.com
National Stock Exchange of India Ltd. (NSE)	(022) 2659 8100	(022) 2659 8120	ignse@nse.co.in	www.nseindia.com
BSE Ltd. (BSE)	(022) 2272 1234	(022) 2272 1003	is@bseindia.com	www.bseindia.com

You can file your complaints online at <http://scores.gov.in> or alternately send your complaints to Office of Investor Assistance and Education of SEBI at Mumbai or Regional Offices:
For more information visit our website - <http://scores.gov.in>