

1. OBJECTIVE

The objective of the policy is to address the grievances of the customers. One of the core value of our company is “Customer first” and we ensure that customers are satisfied with the services rendered by us. This policy has been formulated in order to ensure that grievances of the customers are effectively & timely redressed.

2. POLICY

The company has a separately designated investor grievances email id ig@gogiacapital.com on which the client or investor can lodge a complaint. The designated email id is displayed on the website of the company www.gogiacap.com and printed prominently on the Notice boards displayed at the Branch, Sub Broker and authorised person’s office, Printed on various KYC forms contract notes, holding statement and other communications sent to clients. The company has a compliance Department at its corporate office with requisite headed by the compliance officer.

3. RECEIPT OF COMPLAIN

Gogia Capital Service Ltd (GCSL) can receive client complaint either directly from client – in any of the modes viz physical letters, fax, e-mail, phone and personal visit. Further, Client’s complaints including name of originating branch, sub broker, authorised person.

Handling of all the investor grievances is a centralised function and is being handled by compliance Department at the corporate office of the company.

4. HANDLING OF COMPLAINT

A Register of Complaints is maintained in accordance to the rules, regulations, Bye laws and directives of the Exchanges /SEBI stating complete detail of complaints including name of originating branch, sub broker , authorised person etc.

All the investor’s complaints are recorded immediately in investor Grievance Register maintained. The Complaint received either physically or electronically by email shall be filed serially. The Compliance officer will be responsible for receiving and recording all the investor complaint.

5. HANDLING OF COMPLAINT

It will be the duty of compliance officer to ensure that the complaints received from the investors are redressed earliest without delay.

All the investor grievances received are verified and scrutinized by the compliance department. On receipt of the complaint, the Compliance officer can seek further information from the complainant and also seek any details /information from the concerned department /officials/sub –brokers /Authorised Person for verification against allegation made in the complaint. If there is no response from concerned department /officials/Sub-Broker/Authorised Person within 7 working days of the complaint, the same is escalated to Managing Director.

The company has set a target period of maximum 30 days for redressal of any complainant and providing prompt reply to investor.

Once the complaint is resolved /closed, the Compliance officer gives the sign-off.

6. REVIEW OF COMPLAINT

The Compliance officer regularly monitors and reviews complaints according to its nature originating branch, against a particular employee and /or sub brokers, authorised person etc and on the basis of such analysis, inform the management to take adequate steps to strengthen the systems

The managing director reviews the status of pending complaints.

The internal Auditors reviews grievances status on a periodic basis.

A MIS of the complaints received, pending and resolved during the Quarter are placed before the Board of Directors of the company for their review and necessary advice.

7. MAINTENANCE OF RECORDS

The complaint Register will be maintained for such period as prescribed by regulatory authority.

8. REVIEW OF THE POLICY

This policy is to be reviewed as & when management thinks fit or whenever changes are mandated by statutory authorities.