

## **GRIEVANACE REDRESSAL POLICY**

**Shri Brij Securities Pvt. Ltd. (SBSPL)** has developed the following mechanism to deal with references / grievances if any that are received from the constituents. The scheme is as under:

The company will make every attempt to ensure that its customers have a trouble-free experience in dealing with it; but in the case of errors or commissions and omissions, the company will deal with the same quickly and sympathetically.

- Customers be treated fairly at all times
- Complaints raised by customers are dealt with courtesy and on time
- Mistakes will be corrected quickly.
- Complaints will be handled quickly.
- In case a customer is not satisfied with the way a complaint is handled, the company will guide the customer on how to take the complaint forward.
- The company will reverse any charges including interest applied to a customer's account due to an error or oversight on its part.

### **Modes of Raising Complaint:**

The customer may raise his/her/their complaint in writing, orally, electronically or over telephone.

1. **Walk in at Office/Call at Office:** A Complaint Register is maintained at the corporate office of the company. The customer may approach corporate office to register a complaint in the register. Also, written complaints may be handed over at the office or sent by post / courier.
2. **Telephone:** A customer can lodge complaints over telephone on the below mentioned telephone number. Calls so received will be recorded in the complaint register and suitable action will be taken accordingly. Call us on 022-2285 0199 between 10.30 am - 5.30 pm from Monday to Saturday(ExceptPublicHolidays).
3. **Electronic mail:** The customers may raise a complaint through mail.

Email us at : [investorgrievance@shribrijsecurities.com](mailto:investorgrievance@shribrijsecurities.com)

### **Resolution of Grievances:**

The management at the office is responsible for the resolution of complaints / grievances. The management would be responsible for ensuring the closure of all complaints received.

It is the foremost duty of the management to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he should be provided with alternate avenues to escalate the issue. If the management feels that it is not possible at its level to solve the problem he may refer the case to Customer Service centre of the respective stock exchange.

### **Time frame :**

If a complaint is received from customer in writing, SBSPL shall send an acknowledgement/ response within a week.

If the complaint is relayed over phone at our designated telephone number, the Company shall provide to the Customer a complaint reference number and keep him/ her informed of the progress within a reasonable period of time.

After examining the matter, the Company will send final response or explain why the company needs more time to respond and shall endeavor to do so within six weeks of receipt of complaint and shall inform the customer mechanism to take the complaint further if he/ she is still not satisfied.

### **Sensitizing operating staff on handling complaints**

Staff should be properly trained for handling complaints. We are dealing with people and hence difference of opinion and areas of friction can arise. With an open mind and a smile on the face we should be able to win the customer's confidence. All employees should ensure better customer service to avoid any complaints. It would be the responsibility of all the employees to ensure that internal machinery for handling complaints/ grievances operates smoothly and efficiently at all levels.