

Sukesh Jain Securities (P) Ltd.

Investor Grievance Redressal Mechanism

1. For the purpose of smooth, effective and timely redressal of investor grievances, the Investor Grievance Redressal has been centralized and monitored by the Compliance Department of Sukesh Jain Securities (P) Limited.
2. Sukesh Jain Securities (P) Limited has created a dedicated e-mail ID (ig@sukeshjain.com), in pursuance of SEBI\Exchange guidelines, for effect and timely redressal of client complaints. The said e-mail Id is monitored by the Compliance Officer
3. The aforesaid Id is communicated to each and every client using various modes like Know Your Client Form, Welcome Letters, Contract Notes, Sukesh Jain Securities (P) Limited's official website (www. sukeshjain.com) .
4. A client can forward his/her complaint or grievance by any of the following ways:
 - by sending an e-mail to the aforesaid Id
 - by sending a letter to any of the offices/branches of Sukesh Jain Securities (P) Limited
 - by sending fax to any of the offices/ branches of Sukesh Jain Securities (P) Limited
 - by verbal communication on personal visit or over phone
5. If any complaint or grievance is received by any branch of Sukesh Jain Securities (P) Ltd and the same is recorded in the branch Complaint Register and a copy of the complaint is forwarded to the HO within one working day from the date of receipt of the complaint at HO
6. If the Complaint can be resolved at branch level, the same is resolved and recorded in the branch Complaint Register and intimation to that effect is sent to the HO within one working day from the date of resolving the complaint . HO then forwards the said Intimation to the Compliance Department , which in turn inscribes the same in the Master Complaint Register and marks the complaint as Closed.

7. If any complaint or grievance is received at HO, The same is forwarded to the Compliance Department within one working day from the date of receipt of the Complaint. The Compliance Department records the details of the complaint in the Master Complaint Register.
8. The Compliance Department then collects the necessary details/ information for the Complaints which have or could not be resolved at branch/ HO level .And after thorough investigation in the matter, the necessary instructions are given to the HO or Concerned branch for resolution of the matter . Once the complaint is replied / resolved, the details there of are inscribed in the Master Complaint Register.
9. Each and every complaint / complaints are recorded and resolved within 30 days from the date of its receipts.