

Redressal mechanism for Investor Grievance, if any.

Once the customer registers his grievances either through email, company website, through Exchanges or SEBI or submits a physical copy of his grievance, it is recorded in the investor complain register and the higher authority is informed with the receipt of complaint. Email (investor@saurashtracapital.in) is checked on daily basis at HO level.

One of the Directors is appointed as redressing authority. The redressal officer resolves the issues within fifteen days and a copy of resolution is sent to the client. The MD is also apprised of the resolution.

If the client is dissatisfied / disagreed with the solution offered by the redressal officer, he has a liberty to approach higher authority i.e. MD, who personally looks into the issues and final solution is offered to the client.

For Saurashtra Capital Services Pvt. Ltd.
Director