



Member : BSE, NSE, NSE F & O & CDSIL

Redressal mechanism for Investor Grievance

Once the customer registers his grievances either through email, website or submits a physical copy of his grievance, it is recorded in the system or grievances diary and the higher authority is posted with the receipt of complaint. Emails are 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 personal looks into the issues and final solution is offered to the client.

For Saurashtra Capital Services Pvt. Ltd.

Thanks and Regards,

Saurashtra Capital Services Pvt. Ltd.