



## **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 Escorts Securities Limited ("ESL").
2. ESL has created a dedicated e-mail ID (igcell@escortssecurities.com), in pursuance of SEBI / Exchanges guidelines, for effective 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, ESL official website (www.escortssecurities.com.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 the office of ESL
  - by verbal communication on personal visit or over phone
5. If any complaint or grievance is received by any branch of ESL 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. HO then forwards the same complaint to the Compliance Department 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 thereof are inscribed in the Master Complaint Register.
9. Each and every complaint is recorded and resolved within 15 days from the date of its receipt.

DATE: 09.02.2018

