

Dated: July 01, 2016

Policy/Procedure of Complaints

Any client's can register his /their complaints / grievance's on our Web or Written. The case will be reported to our Compliance Officer (CO). The Compliance Officer verify the records like Telephone Recording, Activity Log, Trade Log, SMS, Email and then he reported to the CEO. The issue will be handled / resolved by the CO / CEO, and the final decision conveyed to the client within 30 days of registration of the complaint.