

## **Investor Grievance Policy**

### **Principles for Grievances Redressal Mechanism-**

GNG's policy for redressal of grievances follows the under noted Principles:

1. Investors are treated fairly at all times
2. Complaints raised by Investors are dealt with courteously and in time
3. Investors are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of GNG to their complaints.
4. GNG will treat all complaints efficiently and fairly as they can damage the GNG's reputation and business if handled otherwise.
5. GNG's employees will work in good faith and without prejudice to the interests of the Investors.

Appropriate arrangement for receiving complaints and suggestions will be made by the HO as well as all branches. Every Branch Head, Supervisor and Officers will be primarily responsible or extending courteous, efficient and prompt customer service thereby avoiding scope for customer grievances. Resolution of complaints to the satisfaction of complainant will be their responsibility.

A complaint register will be maintained in the Dealing room and in all the branch and sub-broker offices. The Complaint Register will be reviewed twice in a week at the Head Office level by Compliance Department and at branch level by Branch Managers. Further, Branch Managers are advised to report any major complaints to HO on immediate basis and even at the end of every month submit their respective registers to HO for verification. It will also be verified during surprise visits made by HO Audit team to branch at regular intervals.

A designated Email id [investors@gngstock.com](mailto:investors@gngstock.com) is created by GNG for receiving and handling investor grievances. The access to the id is provided to Compliance department and the process is monitored by Compliance Officer. The said email id is displayed on the website [www.gngstock.com](http://www.gngstock.com).

### **Acknowledgment / Interim Reply:**

All complaints will be acknowledged immediately. If the complaint is relayed over telephone by any department, it will be noted in writing by the person taking the complaint and will be then routed immediately to concerned department via Compliance department.

### **Monitoring:**

Branch / Sub-broker Office will send to Head Office every month the extract of Complaints Register and details of complaints received in any other manner along with the status of each complaint for verification. The process will be supervised and monitored by Compliance Officer.