

## **INVESTOR COMPLAINT REDRESSAL MECHANISM (Applicable to All Exchanges/Segments)**

### 1. Background

KJMC Capital Market Services Limited is registered with the Securities and Exchange Board of India (SEBI) as:

- a. Stock Broker (SEBI Registration Number INZ000221631)
- b. Depository Participant (SEBI Registration Number IN-DP-615-2021)

In Compliance with

SEBI Circular No : MRD/DOP/DEP/SE/Cir-22/06 dated 18-Dec-2006

SEBI Circular No : SEBI/HO/MIRSD/DOP/CIR/P/2021/676 02-Dec-2021

As a matter of good practice, the policy for redressal of investor grievances is made available for the benefit of the investors who deal with KCMSL.

1. The company has a designated investor grievances email id [grievance@kjmc.om](mailto:grievance@kjmc.om) on which the client or investor can make a complaint.
2. An Investor / client can make a written complaint through letter also.
3. The Company maintains investor grievance register in which all the details of every written complaint shall be entered.
4. The Compliance officer shall login to the designated investor grievances email id on daily basis to look whether there are any investor complaint lodged or not.
5. All the details of complaints received will be passed on to the concerned department as soon as it is received.
6. A letter or mail will be written to the investor who has complained, acknowledging receipt of the complaint and informing them that the same is being looked into.
7. Compliance Officer will obtain all the facts of the complaint for a proper investigation. He /she will Look into all the aspects of the complaint and resolve the same as soon as possible.
8. There is standing policy of the company to resolve the investor complaints within a maximum period of seven days from the receipt of the same except the complicated case.
9. A serious complaint (where the written response does not settle the issue) must be referred to the director of the company.
10. On resolution of the complaint a clients confirmation would be taken to the effect that the same has been resolved to the clients satisfaction.

11. The Compliance Officer of the Company shall review the investor complaint register on weekly basis to find out whether the complaints that have been lodged have been resolved within time or not.
12. Investor Escalation Matrix will be made available on website under Contact us.
13. All grievances in Exchanges, Depository and SEBI Complaints Redress System (SCORES) shall be looked into by KCMSL. Adequate steps will be taken for immediate redressal of grievances, but in any case not later than one month from the date of receipt of the complaint.

Sd/-

Rajnesh Jain - Director  
Director DIN 00151988  
KJMC Capital Market Services Limited

The above revised policy was approved by KJMC Capital Market Services Limited at the Board meeting held on 06-Nov-2023. The Policy will be reviewed on Annual basis