

# **VSE Stock Services Limited**

**Registered Office: - 3<sup>rd</sup> Floor, Fortune Tower, Sayajigunj, Vadodara -390005**

## **Redressal of Investor Grievance Policy**

**Approved by Board of Directors on 29<sup>th</sup> December, 2010**

[iacvssl@vselindia.com](mailto:iacvssl@vselindia.com)

The Company shall follow systematic mechanism for redressal of Investor Grievances and discharge of various obligations towards clients.

The Company may receive Investor Complaints either through E- mail / physical letters.

The Company shall maintain separate E-mail ID for the purpose of redressal of Investor Grievances. The same shall be displayed on the web site of the company, Notice Board, contract notes, letter heads and every communication with investors.

The company may resolve the query on case to case basis. i.e. depending upon the nature of complain.

In case of general questions the same may be answered either by compliance officer or officials of concerned department. Reply to the investor may be given through courier or E-mail depending upon the case.

In some special cases, when the complaint of investor requires expert opinions/recommendations/ suggestions, the matter be forwarded to Operation Committee of the Company. However, in some extra ordinary cases, matter may be forwarded to Board of Directors of the Company for their expert opinion/recommendations/suggestions and accordingly complaint of investor is to be redressed.

The Company shall maintain separate Investor Grievance Register in which following details are mentioned:

- a) Date of Complaint
- b) Whether Complaint is received through E-mail or Courier
- c) Name of Complainant
- d) Nature of Complaint
- d) Action taken
- e) Date of Reply
- f) Remarks (if any)



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The Company shall preserve various records/documents/letters/correspondence received from and sent to investors pertaining to their complaints.

The Company firmly believes that Investor shall be served quickly. Therefore, the company will be always in process to provide qualitative and efficient services to clients/investors and all other intermediaries/participants.

### Redressal of Investor Grievance Policy

Approved by Board of Directors on 15<sup>th</sup> December, 2010



The Company will follow systematic process of Redressal of Investor Grievances and discharge its responsibilities towards investors.

The Company has received investor Complaints either through E-mail / physical letter.

The Company will immediately provide a reply to the request of Redressal of Investor Grievances. The same shall be dispatched on the same day of the receipt of the complaint. Monthly, quarterly, half yearly and yearly communication with investors.


The company shall ensure the quality of work to give better service, depending upon the nature of complaint.

It may also give the complainee the time to get the work done either by compliance officer or through the concerned department. Steps to be followed may be given through company's annual report/quarterly report.

In case of any complaint, when the complaint of investor involves a legal action/implication, the matter to be referred to Corporate Committee or the Chairman/Managing Director who shall take such matter into consideration. In such a case, if the Company or the investor is not satisfied with the decision and proceedings, complaint of investor is to be referred.

The Company will initiate appropriate timely grievance redressal in which investor shall be involved.

- 1) Date of Complaint
- 2) Whether Complaint received through E-mail or Courier
- 3) Name of Complainer
- 4) Nature of Complaint
- 5) Action taken
- 6) Date of Reply
- 7) Remarks (if any)

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