



Grievance Redressal Policy

SEBI Reg No: INZ000074139

MCX Trading Member ID- 55060

NSE Trading Member ID – 90175

Objective:

The objective Of the policy is to Redress the Investor Grievances, in a time bound and speedy way to the satisfaction of the clients.

1. Introduction

We at **Maitra Commodities Pvt Ltd.**, believe that Investor service is an important imperative for sustained business growth and we want to ensure that our investors receive exemplary service across different touch points. Prompt and efficient service is essential for retaining existing relationship and Investor satisfaction is critical to the company. Investor complaints constitute an important voice of Investor, and this policy details about complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Grievance Redressal Policy follows the following principles:

- a) Investors are treated fairly at all times.
- b) Complaints raised by investors are dealt with courtesy and in a timely manner.
- c) Investors are informed of avenues to raise their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
- d) Complaints are treated efficiently and fairly
- e) The Maitra employees work in good faith and without prejudice, towards the interests of the investors.

Maitra Investor Relations Team is aware of the complaint handling process and the grievance redressal mechanism of the AMC. Interactions received from the investors will be considered as complaint for consideration in Grievance Redressal Policy on the basis of set of parameters.

2.Awareness of the Grievance Redressal Mechanism

Procedure 1

Investors complaints arise due to deficiency of service experienced by Investors. This include shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards investors. The Investor is entitled to make a complaint in writing, orally or telephonically or email. He can approach the intermediary to register a complaint through any of our touch points mentioned below, and expect a response within 2 business days of complaint registration in the normal course.

Contact Centre: The Investors can call our office on any business day between **9.00 AM - 6.00 PM** to provide feedback & register their complaints.

Compliance Officer	NITHYA GOWRI V
Mail Id	grievance@maitracommodities.com
Contact No.	9500096262

Accordingly the turnaround time is communicated to the investor. The communication of the Maitra stand on any issue is important and is done clearly in an investor friendly manner. The Managers monitor the action taken for trends. Sensitizing the staff on handling complaints (Training) Investor Relations Team is specially trained for handling complaints by trainers. The training includes both operations and soft skills, as different investors perceive and react differently to the aspects of complaint handling. The staff is encouraged to have an open attitude towards service recovery and winning the Investor's confidence.

The grievances are monitored centrally from Head Office and any complaints received at Branches or Authorised Persons should be intimated to the Compliance Officer within 7 days from the date of receipt along with explanation and supporting documents.

As on going process, the compliance department will call the clients directly and get feedback from the clients relating to the activities of Branch level and dealer level.

The nature of complaints received are thoroughly examined by the Team and the RMS and compliance team will closely monitor the transactions of the particular branch and the deviations observed will be intimated to the Compliance Officer. The Compliance Officer along with the Management team investigate and take appropriate action including that of terminating the appropriate persons and taking all such necessary action as required by the statute.

Timelines:

In the ordinary course of business, the client can expect a response within 5 business days of raising the issue. If the same is not resolved after period of 7 business days of raising the issue, the matter will be escalated to the Compliance Officer/Director vice versa.

All the complaints received are entered in the Compliant Register and will be resolved within 30 business days from the date of receipt of the complaint.

For detailed timeline, refer Timeline for Compliant Process at Stock Exchange against Stock Broker, details are available at our website:

www.maitracommodities.com > Investor Charter

All grievances which are serious in nature will be put before the Board of Directors.

The nature and speedy disposal of the grievances are monitored by the Compliance Officer and will be reported to the regulatory, where ever required.

FOR SUPPORT

In the case the clients are not satisfied with the response from the Trading Member, the client can contact the concerned exchanges as per details given below:

Exchange Name	Phone No	Fax No	Email ID	Website
Multi Commodity Exchange of India Ltd.,(MCX)	(022)6731888	(022)66494151	grievance@mcxindia.com	www.mcxindia.com
National Stock Exchange of India(NSE)	(022) 26598100	(022)26598120	ignse@nse.co.in	www.nseindia.com
BSE Ltd (BSE)	(022) 22721234	(022) 22721003	is@bseindia.com	www.bseindia.com
CDSL India	(022) 23058658	(022)	complaints@cdslindia.com	www.cdslindia.com

You can file your complaints online at <http://scores.gov.in> or alternately send your complaints to Office of Investor Assistance and Education of SEBI at Mumbai or Regional Offices: For more information visit our website - <http://scores.gov.in>.

As per SEBI Circular No. SEBI/HO/MRD1/CC1/CIR/P.2022.94 dt 4th July 2022. Online web based Complaint Redressal System (Scores) is designed to help investors to lodge their complaints. This will enable the investors to track the status of redressal of such complaints from anywhere.

As per SEBI Circular SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dt 31st July 2023, another Online Resolution of Disputes through which the investors can lodge the complaint on the ODR Portal by clicking the link of **Website: <https://SMARTODR.IN/LOGIN>**. Once the complaint is lodged in the Portal, a ticket number will be generated and the investor can see the status of the complaint from anywhere.

Policy updated on 1st Aug 2024

Next Review Date:1th Sep 2025