

## **ISE Securities & Services Ltd.**

### **Investor Grievance Policy**

#### **Definition of Investor →**

Investor is a person who is either registered client of ISE Securities & Services Ltd. or SEBI register sub-broker of ISS. A person or entity who is neither client nor SEBI registered sub broker of ISS may also be considered as investor if any letter is received from such person or entity.

#### **Meaning of Investor Grievance →**

Investor Grievance means any investor, who has grievance against ISS for any reason.

#### **Types of Investor Grievance →**

Investor Grievance may be of following types

- 1) Non-receipt / delay in payment:
- 2) Delay in refund of margin payment
- 3) Non settlement of accounts
- 4) Non-receipt / delay in delivery or transferring securities
- 5) Non-receipt of documents
- 6) Non receipt of Bills/ Contract notes
- 7) Non receipt of Account statements
- 8) Non receipt of copies of Rights & Obligation Documents.

- 9) Unauthorized trades / misappropriation
- 10) Service related issue.
- 11) Excess brokerage
- 12) Non-execution of order
- 13) Wrong execution of order
- 14) Connectivity / system related problem
- 15) Non-receipt of corporate benefits
- 16) Other service defaults
- 17) Closing out / squaring up
- 18) Dispute in Auction value / close out value
- 19) Non implementation of arbitration award
- 20) Others

The receipt of investor complaint is being **divided into two parts**

- 1) Directly received from Investor.
- 2) Received from Regulatory Authorities such as SEBI, NSE & BSE.

### Procedures →

Receipt of complaints directly from complainants are being handled by **Helpdesk Department** whereas complaints received from regulatory authorities such as BSE, NSE & SEBI are being handled by **Compliance Department**.

- 1) On receipt of the complaint from regulatory authority, the complaint is being immediately entered in **Investor Grievance Register** hard copy as well as soft copy.
- 2) The complaint is closely scrutinize and if is observed that the complainant is neither client nor SEBI registered sub-broker of ISS and if the complaint is relating to furnishing of such information which otherwise can not be

furnish immediately, reply is being given to regulatory authority marking copy of the said reply to the complainant regretting inability to assist the complainant in the matter. Investor Grievance id [invgrieviss@iseindia.com](mailto:invgrieviss@iseindia.com) is being created to enable the complainant and regulators to send a complaint through email id.

- 3) If the complaint pertains to clients or SEBI registered sub-broker of ISS, immediate steps are to be taken for collecting necessary information, facts and figures and other relevant documents so as to look into the genuineness of the complaint.
- 4) If the complaint is not genuine and if any further information is required than in that case, the immediate reply is to be given to the regulator under intimation to complainant.
- 5) If the complaint is genuine the steps are to be taken to resolve the complaint within 3 working days from the date of receipt of the complaint and accordingly to be informed to regulator SEBI, BSE & NSE.
- 6) Once the reply is given to the regulator and if the complaint is not genuine the complaint is treated as resolved unless the regulator resubmit the same complaint with additional facts and figures and documents but then in that case same is treated as fresh complaint and all necessary steps has to be taken to resolve the complaint.
- 7) The investor complaint which are being put by regulators on their website are to be verified to ensure that whether as per the requirement laid down by regulators , the hard copy of the complaint along with relevant evidence is being received or not.
- 8) In case the hard copy is also received and action has already been taken to verify from the concerned exchanges website whether the concerned exchanges have made necessary updations in their websites with regards to complaints showing as pending on websites.

- 9) In case of minor dispute the efforts should be made to resolve the complaint amicably by arranging joint meeting with clients and sub-brokers.

## Procedure for Complaints directly received by Helpdesk Department.

- 1) Received client's complaints on [invgreiss@iseindia.com](mailto:invgreiss@iseindia.com) e-mail id & are replying on the same day.
- 2) Daily basis complaints are comes on [helpdesk@iseindia.com](mailto:helpdesk@iseindia.com).

Nature of complaints of Investor Complaints handled by helpdesk department

- 1) **Non-receipt in payment:**
- 2) **Non receipt of Bills/ Contract notes**
- 3) **Non receipt of Ledger statements**
- 4) **Others**