

M/S NOKHA COMMODITY SERVICES

Member : National Commodity & Derivatives Exchange,
Member : Multi Commodity Exchange of India Limited
Ph. 01531-222022, 220809 Fax 222022
Mo. No. 9414147141, 9414416642
e-mail : ncsnkh@gmail.com

Near Navali Gate,
Bikaner Road,
Nokha-334803
Bikaner (Rajasthan)

Ref :-

Date :- 24-07-2020

INVESTOR GRIEVANCE POLICY

1. An Investor /Client can make his/her complaint through email or letter to the Company.
2. The Investor/Client can make a written complaint through letter and sent it or hand delivered to Company's Office.
3. Handling of all investor grievances is a centralized function and is being handled by Compliance department at the Head office.
4. A designated e-mail id has been created i.e. NCSNKH@GMAIL.COM for recording the grievances. This e-mail id would be monitored by compliance department on daily basis.
5. All the Investor Grievances received in writing at H.O. or at the nokhacommodity@gmail.com would be verified and scrutinized by the compliance department and it would initiate necessary steps to resolve the complaint within 30 working days of the receipt of the complaint by them.
6. Any course of action which involves the concerned department at Head office would be informed to the concerned head of the department and Business team.
7. All investor grievances should be resolved within time period of 30 days of the receipt of the complaint to the department.
8. All the investor grievances would be handled in the following manner by the compliance department:
 - a) All the investor grievances (hard copy or softcopy) would be updated in register kept at the head office on the same day of the receipt of the complaint. This register would be monitored by the compliance officer.
 - b) After verification and scrutiny the appropriate steps would be initiated to resolve the complaints at the earliest.
9. A monthly MIS of the complaints received, pending and or resolved would be given to the Principal Officer of the organization.
10. The compliance officer would ensure that it gives its sign-off only after the complaint is resolved.

For Nokha Commodity Services

Partner / Authorized Signatory