

GRIEVANCE REDRESSAL POLICY

1. Introduction

Chhotaria Securities believes in running its business with honesty, fairness, and transparency. We understand that trust is the foundation of every relationship with our customers, and therefore, we make sure that our services are delivered in an ethical and responsible manner.

This policy explains how customers can raise complaints or share concerns regarding any of our services or processes. It also outlines how these complaints will be recorded, reviewed, and resolved in a fair and timely way. The policy applies to issues related to our investment advisory, stockbroking activities, trading platform, support services, or any third-party representatives acting on our behalf.

Our aim is to offer a user-friendly and transparent system so that customers know where and how to approach us if they need help, and to ensure that every grievance is handled with respect, professionalism, and urgency.

Any grievance relating to interest rates, fees, or charges shall be addressed in accordance with the Company's Grievance Redressal Policy

2. Purpose

The purpose of this Grievance Redressal Policy is to give customers a clear, simple, and fair process to raise concerns or complaints about any service offered by Chhotaria Securities. Our goal is to make sure that every customer receives respectful treatment, timely support, and transparent communication when facing any difficulty or dissatisfaction.

This policy ensures:

- Customers can easily register a complaint through multiple channels like email, phone, website, or physical communication.
- Every issue is acknowledged, reviewed, and resolved within a reasonable time frame.
- Customers are guided on the steps required to escalate a matter if they are not satisfied with the initial response.
- Our employees and representatives act with honesty, fairness, and professionalism while handling customer issues.
- Preventive measures are taken to avoid repeated mistakes and improve service quality.

Chhotaria Securities aims to make the complaints process not just a problem-solving tool, but also a learning mechanism. Customer feedback helps us identify service gaps, strengthen internal systems, and enhance overall customer experience.

Chhotaria Securities Pvt Ltd

Neelam
Director

In simple words, the purpose of this policy is to:

- protect customer rights
- ensure transparency
- resolve complaints quickly
- reduce future issues
- build trust and confidence

This policy reflects our commitment to treat customers fairly, listen to their concerns, respond promptly, and continuously improve our processes to maintain long-term, transparent, and respectful customer relationships.

3. Scope of the Policy

This Grievance Redressal Policy applies to every department, branch, employee, partner, and authorized representative associated with Chhotaria Securities. It covers all interactions and services offered to existing customers, new customers, and even former customers.

The scope of this policy includes:

- All stockbroking and trading services
- Investment advisory or research-related support
- Demat & trading account services
- Customer onboarding or KYC processes
- Platform-related concerns (website or trading terminal)
- Back-office and support operations
- Third-party entities or service providers working on our behalf

Any customer interaction, whether it is related to opening an account, executing transactions, seeking support, or availing investment services, falls under this policy.

This policy ensures:

- Every service-related complaint is acknowledged and acted upon
- Issues arising due to outsourced or third-party service agents are still handled by us
- Customers receive equal and fair treatment across all channels

The scope also extends to grievance redressal mechanisms across all customer touchpoints such as:

- Email
- Phone
- Customer support desk
- Official communication channels
- Website grievance section
- Written communication

Additionally, the policy is subject to periodic review and updates to match regulatory changes or internal needs, ensuring that Chhotaria Securities maintains a strong, transparent, and customer-centric complaint handling process at all times.

4. Key Principles

Chhotaria Securities follows a customer-first approach and is committed to protecting investor rights. Our grievance redressal policy is based on the following core principles, which ensure fairness, transparency, and integrity in all customer dealings:

1. Right to Fair Treatment

Every customer deserves to be treated with respect, dignity, and courtesy. We do not discriminate based on age, gender, income level, religion, region, or investment size. All customers receive equal support and attention, regardless of whether they are beginners or experienced traders.

2. Right to Transparency & Clear Communication

We believe in providing clear, honest, and understandable information related to brokerage charges, policies, account opening, trades, or any other service. Customers should always know what they are signing up for, and key terms and conditions are communicated upfront to avoid confusion.

3. Right to Suitable Services

Products and services will be suggested or offered in alignment with the customer's investment profile, risk appetite, and financial objectives. We avoid misguiding or encouraging customers to take unreasonable risks, and ensure responsible advisory support.

4. Right to Privacy & Data Protection

Customer information, trading data, KYC documents, and personal details are handled with strict confidentiality. Information is shared only when legally required or with explicit consent. We respect data protection laws and maintain secure systems to prevent unauthorized access.

5. Right to Raise Complaints & Seek Resolution

Customers have the right to voice concerns and receive a fair, timely resolution. They should also be aware of various channels and escalation levels, including regulatory authorities, if they feel unsatisfied with the company's response.

5. Definitions

- a) **Complaint** means any written or verbal communication received from a customer alleging a deficiency in service by Chhotaria Securities and seeking a suitable resolution.
- b) **Deficiency in service** refers to any shortcoming, delay, or error in the services which Chhotaria Securities is required to provide as per regulatory or internal standards, irrespective of whether it results in financial loss.
- c) **Query / Request** refers to any communication received from a customer seeking clarification, information, update, or assistance on accounts, transactions, products, or services, and does not necessarily indicate dissatisfaction.
- d) **Grievance Redressal Officer (GRO):** The designated official responsible for receiving, examining, and resolving customer complaints in accordance with this policy and regulatory requirements.

6. Responsibilities of the Grievance Redressal Committee

- To oversee and guide the implementation of customer service and grievance redressal processes across the organization.
- To monitor customer complaints, feedback, and service quality, and ensure timely and appropriate resolution within defined timelines.
- To ensure correct classification of customer communications as queries, requests, or complaints on a periodic basis.
- To review cases that are unresolved, rejected, or escalated, and provide direction for further action.
- To examine quarterly reports on grievances, identify recurring issues, and recommend corrective measures to avoid repetition.
- To meet periodically to assess service performance, customer satisfaction trends, and areas requiring improvement.

7. Role of the Board

- To review the overall grievance redressal mechanism of the company on a periodic basis.
- To evaluate the effectiveness of the complaint resolution process, including adherence to timelines and regulatory requirements.
- To assess customer complaint trends, recurring issues, and corrective actions proposed by the Grievance Redressal Committee.

- To review audit findings related to grievance handling and ensure necessary improvements are implemented.
- To consider internal and external factors, such as regulatory changes, service enhancements, or technology updates that may impact the grievance handling process.

8. Channels – Lodgment of a Query / Request / Complaint

Customers may register their queries, requests, or complaints through the following channels:

- a. Customer Care Helpline – +91 8827973499
- b. Official Email – grievance@chhotariasecurities.com
- c. Website – www.chhotariasecurities.com
- d. Physical Submission – SO-11, 3rd Floor, Magneto the Mall, Telibandha Raipur - Corporate Office

9. Classification of Customer Queries, Requests, and Complaints

Customer communications received by Chhotaria Securities shall be classified into three categories to ensure proper handling and timely resolution:

1) Queries

Queries refer to general enquiries or clarifications sought by customers that do not indicate dissatisfaction and can often be resolved immediately.

Indicative examples include:

- Enquiry about account opening process or required documents
- Queries regarding brokerage charges, statutory charges, or margins
- Clarification on trading platform features or login assistance
- Enquiry related to contract notes, ledger, or trade confirmation
- Requests for information on settlement cycles, pledge margins, or DP charges
- Status of KYC verification or account activation
- Query on online fund transfer process or withdrawal timings

2) Requests

Requests refer to communications where a customer seeks a specific action to be taken by Chhotaria Securities. These may require backend processing and may take additional time.

Indicative examples include:

- Request for account modification such as contact details update
- Request for duplicate contract note, ledger, or holding statement
- Request for closure of trading or demat account
- Request for change in nominee or bank details
- Request for reactivation or unlocking of trading platform access
- Request for clarification on debit/credit entries in ledger
- Request for physical statement or communication

3) Complaints

Complaints refer to communications where the customer expresses dissatisfaction with the services or reports a deficiency which requires investigation and corrective action.

Indicative examples include:

- Delay or error in fund payout or securities delivery
- Unauthorized debit or charges dispute
- Complaints related to margin shortfall handling or auction settlement
- Miscommunication or mis-selling by employees or authorized partners
- Issues with order execution, delay, or platform malfunction
- Service delays in account processing or demat transactions
- Alleged rude or inappropriate behaviour by staff or representatives
- Complaint relating to incorrect contract note, ledger, or margin calculation
- Complaints regarding failure of customer service response within committed timelines

Purpose of classification:

- To ensure proper routing to respective teams
- To set correct resolution timelines
- To track and report complaint trends
- To distinguish between simple queries and serious grievances

Classification helps the company manage interactions efficiently and ensure fairness and transparency in addressing customer concerns

10. Internal Machinery & TAT

Chhotaria Securities shall maintain a structured system for recording, tracking, and resolving customer grievances within defined timelines. A dedicated Customer Relationship Management (CRM) or equivalent system will be used to capture details of complaints and monitor resolution status.

All customer communications shall be classified into queries, requests, and complaints and tagged with required identifiers such as client ID, issue type, and date of receipt for effective tracking.

Defined Turn-Around-Time (TAT) norms shall be followed for addressing grievances, and delays, if any, shall be communicated to the customer along with reasons.

Complaints received through different touch points, including digital platforms or authorised representatives, shall be processed and resolved by the company, and responsibility for grievance redressal shall remain with Chhotaria Securities, irrespective of outsourcing or partnerships.

11. Allocation

After classification, each customer communication shall be allocated to the appropriate department or authorized personnel for resolution.

Allocation shall be determined based on:

- Nature and complexity of the issue
- Relevant department expertise (e.g., trading, demat, back-office, compliance)
- Workload management to ensure timely closure
- Customer language or region preferences where applicable
- Complaints involving regulatory or compliance aspects shall be routed to the designated compliance team

The allocation process ensures that queries, requests, and complaints are handled by the correct team to achieve timely and effective resolution.

12. Time Frame

- Queries shall be responded to within **3 working days**.
- Requests and complaints shall be resolved within **14 working days** or within the timelines prescribed by regulatory authorities, wherever applicable.
- Customers shall receive an acknowledgement upon receipt of a complaint, and in case of delay, the customer shall be informed of the reason and expected time of resolution.
- Complaints escalated to the Internal Ombudsman (if applicable) may require additional time as per the defined process.

13. Review and Monitoring

Periodic review of customer grievances, resolution timelines, and complaint trends shall be conducted to identify service gaps and implement corrective actions.

The Grievance Redressal Committee shall review reports on the nature and volume of queries, requests, and complaints and ensure effective monitoring.

The committee shall highlight recurring issues, process lapses, and recommend necessary improvements to enhance service quality and compliance.

14. Internal Ombudsman (IO) Office

Chhotaria Securities shall appoint an Internal Ombudsman in accordance with applicable regulatory guidelines. The IO shall function independently and review complaints that have been partially or fully rejected by the Grievance Redressal Officer or Principal Nodal Officer.

The IO shall report functionally to the Board and administratively to senior management. The IO office shall operate from the head office of the company.

Complaints falling under categories such as internal administration, HR matters, or cases pending before external forums shall not be considered by the IO.

Complaints outside the scope of the IO shall be referred back to the company for appropriate action.

If the customer remains dissatisfied even after the IO decision, the customer may escalate or may escalate the grievance to regulatory authorities as per the escalation matrix.

15. Grievance Redressal Mechanism – Protection of Personal Data

Queries or complaints related to digital platforms, data privacy, or processing of customer information may be raised through the company's designated Data Protection or Privacy Officer.

Customers may submit such concerns through the website, email, or other official communication channels.

The Privacy Officer shall review complaints relating to misuse, unauthorized access, or breach of personal data and ensure compliance with applicable data protection and IT security regulations.