



# AJCON GLOBAL

ISO 9001:2008 Certified Company

Ajcon Global Services Ltd.

408, Express Zone, A Wing, Cello –Sonal Realty,

Near Patels, Western Express Highway,

Malad (E), Mumbai - 63.

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**Equity ♦ Commodity ♦ Currency ♦ D.P. ♦ Advisory Services**  
**Investment Banking - Category I Merchant Bankers**

**AJCON GLOBAL SERVICES LIMITED**  
**(Stock Broker- Members NSE/BSE/MCX-SX/OTCEI)**  
**(Depository Participant- CDSL)**

### INVESTOR GRIEVANCE POLICY

Policy created by : Compliance Head Ankit Ashok Ajmera (Executive Director/Compliance Officer)	Policy created on : 01-04-2013
Policy reviewed by : Compliance Head Ankit Ashok Ajmera (Executive Director/Compliance Officer)	Registeres Office: 101, Samarth, Off Hinduja Hospital 151 LT P.N.Kotnis Road, Mahim West, Mumbai 400016
Approval authority : Manging Director Ashok Kumar Ajmera (CEO)	Corporate office: 408, Express Zone, Cello –Sonal Realty, Western Express Highway, Goregaon East, Mumbai-400063
Policy approved by : Manging Director Ashok Kumar Ajmera (CEO)	Policy approved on : 01-04-2013
Periodicity of Review periodicity : Yearly	Last reviewed on : NIL
Version number : 1.1	Effective date of implementation : 01-04-2013
Officer responsible for implementation : Compliance Officer- Ankit Ashok Ajmera	AGSL-Ajcon Global Services Ltd



## **Objective**

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism will help in identifying shortcomings in product features and service delivery.

## **Principles for Grievances Redressal Mechanism-**

AGSL's policy for redressal of grievances follows the under noted Principles:

1. Investors are treated fairly at all times.
2. Complaints raised by Investors are dealt with courteously and in time.
3. Investors are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of AGSL to their complaints.
4. We will treat all complaints efficiently and fairly.
5. AGSL's employees will work in good faith and without prejudice to the interests of the Investors.

## **Internal Machinery to handle Customer complaints/ grievances**

Appropriate arrangement for receiving complaints and suggestions will be made by the Head Office as well as all branches. Every Branch Head, Supervisor and Officers will be primarily responsible or extending courteous, efficient and prompt customer service thereby avoiding scope for customer grievances. Resolution of complaints to the satisfaction of complainant will be their responsibility.

### **A. Maintenance of Complaint Register**

A complaint register will be maintained in the Head office and in all the branch and sub-broker offices. The Complaint Register will be reviewed twice in a week at the Head Office level by Compliance Department and at branch level by Branch Managers. Further, Branch Managers are advised to report any major complaints to Head Office on immediate basis and even at the end of every month submit their respective registers to Head office for verification. It will also verified during surprise visits made by Head office Audit team to branch at regular intervals.



## **B. Designated Email Id:**

A designated Email id [investorgrievance@ajcon.net](mailto:investorgrievance@ajcon.net) is created by AGSL for receiving and handling investor grievances. The access to the id is provided to Compliance department and the process is monitored by Compliance Officer. The said email id is displayed on the website [www.ajcononline.com](http://www.ajcononline.com) and also printed in KYC form for information of clients. The overall process of Investor grievance redressal is monitored by the Compliance Officer.

## **Timeframe:**

Time Schedule set up for handling complaints and disposing them at all levels including Branches, Sub-broker Offices and Head Office is as under-

1. **Branches:** The complaint will be redressed within 3 working days.
2. **Sub-broker/Authorise Person Office:** The complaints will be redressed within 7 working days.
3. **Head Office:** Complaints received by Compliance department will be diverted to concerned departments and will be redressed within 7 working days.
4. When complaints are escalated from branch / sub-broker office to Head office they will be redressed maximum within 15 working days.

## **Acknowledgment / Interim Reply:**

All complaints will be acknowledged immediately. If the complaint is relayed over telephone by any department, it will be noted in writing by the person taking the complaint and a unique reference number will be allotted for identification. It will be then routed immediately to concerned department via Compliance department. The reference number will also be informed to the complainant will be kept informed of the progress within a reasonable period of time. Complaint Redressal Authorities will try to resolve the complaint within specified time frames, specified by the AGSL. Interim reply along with reasons for delay will be sent to the complainant if more than specified time is required for examination of the issues involved or for redressal of grievance.

## **Staff Meeting and Review of Systems and Procedure:**

Compliance Officer will conduct a staff meeting at the end of every month and any major complaint shall be discussed in the meeting. The various aspects of the complaint including systemic failure, if any, will be discussed in the meeting and if there is any flaw in the system, necessary steps will be taken for changing the system in consultation with the Compliance Officer, so that there is no recurrence of such complaint.



A handwritten signature in blue ink is written over a circular blue stamp. The stamp contains the text "AJCON GLOBAL SERVICES LTD. \* MUMBAI \*".

**Monitoring:**

The process will be supervised and monitored by Compliance Officer.

**Approval Authority:**

This policy shall be approved by our Board.

**Review Policy :**

This policy shall be reviewed as and when there are any changes introduced by any statutory authority or as and when it is found necessary to change the policy due to business needs.

The policy shall be reviewed by the Managing Director/CEO and place the changes in policy before the Board at the meeting first held after such changes are introduced.

**Policy communication:**

A copy of this policy shall be made available to all the relevant staff/persons such as: compliance officer / department in-charge of registration/ staff who are responsible for receipt of funds from clients and customer service executives of clients and sub-broker /authorized persons.

Further, a copy of this policy shall be displayed on our website: [www.ajcononline.com](http://www.ajcononline.com)

**For Ajcon Global Services Ltd**

  
**Director**

