



# **FAIR INTERMEDIATE INVESTMENT PVT. LTD.**



## **INVESTOR REDRESSAL GRIEVANCE MECHANISM**

The Company believes that Investor service is a vital element for sustained business growth and for better corporate governance. The Company's policy is to treat and service all the investors consistently and fairly. The Company has laid down the appropriate Grievance Redressal Mechanism to resolve grievances / complaints arising in this regard. The Company endeavors to address all grievances / complaints, in a reasonable time and satisfactory manner. Investor queries and grievances / complaints constitute an important voice of Investor and thus a structured grievance redressal framework is important.

### **OBJECTIVES OF THE POLICY**

Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Company realizes that quick and effective handling and resolution of Investors' grievances is essential. This mechanism shall ensure that all grievances / complaints shall be heard and the response would be sent for such grievances / complaints. The Investor Redressal Mechanism of the Company is based on the following principles:

- Investors are treated fairly at all times.
- Grievances / complaints raised by Investors are dealt with courtesy and in a timely manner.
- Queries and grievances / complaints are treated efficiently and fairly.
- The employees and management of the Company work in good faith and towards the interests of the Investors.

All the investor queries and grievances / complaints registered with the Company shall be reviewed, monitored and resolved to the satisfaction of the investors. The focus shall be to ensure all grievances are resolved in a timely basis and to the full satisfaction of the investors.

The Company has appointed Mr. Nalin Rastogi as a Compliance/Grievance Redressal Officer who can be approached in case of any grievance/ complaint against the Company.

### **Key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:**

1. The Company has a designated email id i.e. [grievance@fairinvest.co.in](mailto:grievance@fairinvest.co.in) for handling investor grievances on which investors can make a grievances / complaints. This e-mail ID is mentioned on the website of the Company.
2. Also, an Investor can make a written grievances / complaints marking it to the Compliance department head office at : 2<sup>nd</sup> Floor Shukla Palace Sapru Marg Lucknow-226001
3. The Compliance/Grievance Redressal Officer checks the designated investor grievances e-mail ID on a daily basis to check whether any new grievances / complaints has been lodged.
4. All the investor grievances / complaints received through SEBI by online "SEBI Complaints Redress System" SCORES-2.0 (A centralized web-based grievance redressal system of SEBI) are checked daily and replied/resolved expeditiously.
5. The Compliance/Grievance Redressal Officer gathers all information available on the grievance/ Complaint which is considered necessary for a proper investigation. She looks into all the necessary information and undertakes to resolve them as soon as possible.
6. The Board of Directors of the Company reviews the status of the grievances / complaints on a half yearly basis.

## **GRIEVANCE REDRESSAL POLICY**

FIPL provides services as a Stock Broking and Depository Participant. Client/Investor can contact FIPL for grievance redressal as per the matrix given below:

The client will first contact the Compliance Officer/Investor Relation Officer to lodge a complaint.

The Compliance Officer/Investor Relation Officer will reply to the client/investor with the complaint number along with an acknowledgement of receipt of the complaint.

A pre-emptive response to the complaint lodged by the client will be sent by the Grievance Department within 3 working days of receipt of the complaint.

The Compliance Officer will resolve the investor/client's complaint within 10 working days. In case the Compliance Officer requires assistance of other department or senior management to resolve the complaint, he will ensure completion of the resolution process within 30 days.

The client/investor will contact the Compliance Officer/Investor Redressal Officer for grievances as per the contact details given below:

## **REGISTRATION OF COMPLAINTS**

### **For Stock Broking, Depository Participant and other investment products related**

For queries related to Broking Services, Depository Participant Service and related to other investment products, clients can register their complaints at below mentioned contact details:

1. **Email**-Clients may email us at: [Grievance@fairinvest.co.in](mailto:Grievance@fairinvest.co.in). (**Broking Related**) & [www.dp.fair@fairinvest.co.in](mailto:www.dp.fair@fairinvest.co.in) (**DP Related**)
2. **Send a written communication** to us at Corporate Office – 2nd Floor, Shukla Palace Sapru Marg Hazrat Ganj Lucknow-226001 (Uttar Pradesh).
3. **Call us directly** our official phone numbers:- 0522:4052806 & 4052823
  - The normal turn-around time (TAT) for response to a complaint is 10 days from receipt of a valid complaint in writing.
  - Resolving the complaint is the primary responsibility of the Compliance Officer, for which he will liaise with other relevant departments (such as Dealing Office, Operations Team, Sales Team, DP Department etc.).
  - If the issue cannot be resolved by the Compliance Officer, it will be escalated again to the Senior Management.
  - All complaints received shall be recorded internally including how the same has been resolved.

## **ESCALATION MATRIX**

1. **Level 1** - If issue of client stands unresolved in 10 days, client can contact Compliance Officer for redressal of issues by sending email at [compliance@fairinvest.co.in](mailto:compliance@fairinvest.co.in) or can call on +91 9838717777 between 9:30 a.m. to 4:00 p.m.
2. **Level 2** - If client is not satisfied with the resolution provided through the Level 1 method of handling complaint; the investor / client can escalate the issues to the next higher level i.e. to the Director of FIPL. Such escalation should be made in writing email to Director at [mm\\_fiipl@yahoo.com](mailto:mm_fiipl@yahoo.com)

## **RESOLUTION OF COMPLAINTS**

- General Turn-around Time (TAT) for response to complaint is 10 days from the receipt of the valid complaint in writing.
- Primary responsibility is with the Investor relation Officer/ Compliance Officer to resolve the complaint for which he would liaise with the other relevant departments (Like Operations Team, RM, Branch Manager & Back office team etc).

- If the issue cannot be resolved by the Compliance Officer, the same will be escalated to the Senior Management.
- All complaints received shall be recorded internally including how the same has been resolved.

### **ESCALATION MATRIX**

1. **Level 1** - If issue of client stands unresolved in 10 days, client can contact Compliance Officer for redressal of issues by sending email at [compliance@fairinvest.co.in](mailto:compliance@fairinvest.co.in) or can call on +91 9838717777 between 9:30 a.m. to 4:00 p.m.
2. **Level 2** - If client is not satisfied with the resolution provided through the Level 1 method of handling complaint; the investor / client can escalate the issues to the next higher level i.e. to the Principal Officer of FIPL. Such escalation should be made in writing email to the Principal Officer at [accounts@fairinvest.co.in](mailto:accounts@fairinvest.co.in)

### **Others product & Services**

For escalation of grievances with respect to any other products/services, the Client can write to the senior management Fair Intermediate Investment Pvt. Ltd. on the following email ids:

Grievance Redressal Officer: [grievance@fairinvest.co.in](mailto:grievance@fairinvest.co.in)

### **If not satisfied with the response of the The complaint at Stock Broker / Stock Exchange level, the Investors can**

SEBI has launched a centralized web-based complaints redress system (SCORES 2.0) (A centralized web-based grievance redressal system of SEBI).

Lodge grievances / complaints at web-based grievance redressal system of SEBI  
<https://scores.sebi.gov.in>  
 or write to SEBI offices.

Which enable investors to lodge and follow up their complaints and track the status of redressal of such complaints from anywhere? This also enables the market intermediaries and listed companies to receive complaints from investors against them, redress such complaints and report redressal. All the activities starting from lodging of a complaint till its disposal by SEBI would be carried online in an automated environment and the status of every complaint can be viewed online at any time. An investor, who is not familiar with SCORES 2.0 or does not have access to SCORES 2.0, can lodge complaints in physical form. However, such complaints would be scanned and uploaded in SCORES 2.0 ((A centralized web-based grievance redressal system of SEBI). for processing. <https://scores.sebi.gov.in/scores-home>

Investors/ clients may send their complaints to: Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan. Plot No. C4-A, 'G' Block, Bandra- Kurla Complex, Bandra (E), Mumbai - 400 051.

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## **The Process of investor grievance redressal -Investor Complaint / Grievances**

Investor can lodge complaint/ grievance against the Depository Participant/Stock Broker in the following ways:

### **Electronic mode –**

#### **• First review done by Designated Body**

The complaints/grievances lodged directly with the Depository shall be resolved within 30 days Investor can lodge complaint/grievance against the Depository/DP in the following ways:

- Emails to designated email IDs of Depository Participant [helpdesk@fairinvest.co.in](mailto:helpdesk@fairinvest.co.in)

The complaints/ grievances lodged directly with the Depository shall be resolved within 21 days.

- Respective Depository's web portal dedicated for the filing of complaint <https://www.cdslindia.com/footer/grievances.aspx>

- Emails to designated email IDs of Depository [complaints@cdslindia.com](mailto:complaints@cdslindia.com)

The complaints/grievances lodged directly with the Depository shall be resolved within 30 days. Investor can lodge complaint/grievance against the Depository/DP in the following ways:

### **Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration**

If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through by online conciliation or arbitration

<https://smartodr.in/login>

### **Steps to be followed in ODR for Review, Conciliation and Arbitration**

Investor to approach Market Participant for redressal of complaint. If investor is not satisfied with response of Market Participant, he/she can escalate the complaint on SEBI SCORES portal. Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration. Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavor to resolve the matter between the Market Participant and investor within 21 days. If the matter could not be amicably resolved, then the Investor may request the MII to refer the matter case for conciliation.

During the conciliation process, the conciliator will endeavor for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator. If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration. The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days.

### **Two Level Review for complaint/grievance against DP:**

#### **• Second review done by SEBI**

The complaints/grievances lodged directly with the Depository shall be resolved within 30 days. Investor can lodge complaint/grievance against the Depository/DP in the following ways:

Lodge grievances / complaints at web-based grievance redressal system of SEBI  
<https://scores.gov.in/scores/Welcome.html> or write to SEBI offices.

SEBI has launched a centralized web-based complaints redress system (SCORES 2.0) (A centralized web-based grievance redressal system of SEBI), which enable investors to lodge and follow up their complaints and track the status of redressal of such complaints from anywhere. This also enables the market intermediaries and listed companies to receive complaints from investors against them, redress such complaints and report redressal. All the activities starting from lodging of a complaint till its disposal by SEBI would be carried online in an automated environment and the status of every complaint can be viewed online at any time. An investor, who is not familiar with SCORES 2.0 or does not have access to SCORES 2.0, can lodge complaints in physical form. However, such complaints would be scanned and uploaded in SCORES 2.0 (A centralized web-based grievance redressal system of SEBI). for processing. <https://scores.sebi.gov.in/scores-home>

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### **Disclaimer & Review**

**This policy & Procedure must be reviewed as and when there are new licenses obtained or regulatory amendments and in absence of any amendment, on yearly basis. It may contain confidential or legally privileged information. The addressee is hereby notified that any disclosure, copy, or distribution of this material or the contents thereof may be unlawful and is strictly prohibited.**