



# J V EQUITIES PVT. LTD.

Member of NSE-CDSL

## INVESTOR COMPLAINT REDRESSAL MECHANISM

### INTRODUCTION:

We J V EQUITIES PRIVATE LIMITED are registered Stock broker of National Stock Exchange of India Limited, Multi Commodity Exchange of India Limited and National Commodity and Derivatives Exchange Limited. Also Depository Participant of Central Depository Services (India) Ltd. Company is having its registered office At 201, Solitaire Building, Near Municipal- Commissioner Bungalow, Ramkrishna Nagar Main Road Rajkot 360 002.

### PROCESS FLOW OF COMPLAINT MECHANISM:

1. The company has a designated investor grievances email id [grievance@jvgroups.com](mailto:grievance@jvgroups.com) on which the client or investor can make a complaint.
2. Complaints were received from client either through email or letter at head office.
3. Upon receipt of such complaint same were entered into complaint registered maintained at head office.
4. Sr. Manager and Compliance officer used to verify the complaint registered on daily basis and reviewed by top management on weekly basis.
5. If any complaint received, same will be overlooked by head of department and will transfer the same to their team member.

J V EQUITIES PVT. LTD.

*Pooja K. K.*

DIRECTOR



# J V EQUITIES PVT. LTD.

Member of NSE-CDSL

6. Thereafter executive of legal compliance department will start compiling required data and forward the same to Sr. Manager or Manager for verification, analyzing and drafting of reply to complaint.
7. Any complaint received will have to be resolved within a period of 7 working days.
8. In case complaint not resolved in 7 working days then same will be treated on serious note and top management will take daily follow-up with senior manager and manager of department.

There is standing policy of the company to resolve the investor complaint within 7 working days of the receipt of the same except some complicated cases, if any.

J V EQUITIES PVT. LTD.

*Perman to work*

DIRECTOR

JV  
GROUP