

## Annexure A: Details of Mandatory display

1. Publishing of Investor Charter as per BSE circular no- 20211206-68 dated December 06, 2021 and 20220603-17 dated June 03, 2022 and display of Investor Grievance Escalation Matrix as per BSE circular no- 20221109-42 dated November 09, 2022.

### A. Detailed write up on procedure for filing a complaint on a designated email id & finding out status of the complaint etc.

#### Grievance Redressal Mechanism

**Level 1** – Approach the Stock Broker at the designated Investor Grievance e-mail ID of the stock broker. The Stock Broker will strive to redress the grievance immediately, but not later than 30 days of the receipt of the grievance.

**Level 2** – Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange. Complaints Resolution Process at Stock Exchange explained graphically:

Timelines for complaint resolution process at Stock Exchanges against stock brokers

Sr. No.	Type of Activity	Timelines for activity
1	Receipt of Complaint	Day of complaint (C Day).
2	Additional information sought from the investor, if any, and provisionally forwarded to stock broker.	C + 7 Working days.
3	Registration of the complaint and forwarding to the stock broker.	C+8 Working Days i.e. T day.
4	Amicable Resolution.	T+15 Working Days.
5	Refer to Grievance Redressal Committee (GRC), in case of no amicable resolution.	T+16 Working Days.
6	Complete resolution process post GRC.	T + 30 Working Days.
7	In case where the GRC Member requires additional information, GRC order shall be completed within.	T + 45 Working Days.
8	Implementation of GRC Order.	On receipt of GRC Order, if the order is in favour of the investor, debit the funds of the stock broker. Order for debit is issued immediately or as per the directions given in GRC order.
9	In case the stock broker is aggrieved by the GRC order, will provide intention to avail arbitration	Within 7 days from receipt of order
10	If intention from stock broker is received and the GRC order amount is up to Rs.20 lakhs	Investor is eligible for interim relief from Investor Protection Fund (IPF).The interim relief will be 50% of the GRC order amount or Rs.2 lakhs whichever is less. The same shall be provided after obtaining an Undertaking from the investor.
11	Stock Broker shall file for arbitration	Within 6 months from the date of GRC recommendation
12	In case the stock broker does not file for arbitration within 6 months	The GRC order amount shall be released to the investor after adjusting the interim relief, if any.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with

1. BSE at <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> -(in case of BSE transaction)
2. NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> - (in case of NSE transaction)

OR

The complaint can also be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) at <https://scores.gov.in/scores/Welcome.html>

### Annexure B: - Formats of Mandatory display

- i. Basic details of the SB such as registration number, registered address of Head Office and branches if any –

Stock Broker Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Email id
StockPlus Broking & Advisory Services	INZ000227218	811/814 Grohitam, Plot, 14/ B, Sector 19 Vashi , Navi Mumbai -400703	N/A	022-40139900	<a href="mailto:bmsavla@stockplus.co.in">bmsavla@stockplus.co.in</a>

**NSE Registration Member No. : 90045 & BSE Registration Member No. : 6156**