**MEMBER: BSE, NSE, CDSL**
Website: www.mehtavakil.com
E-mail: info@mehtavakil.com

## Step by Step Procedure for Filing Complaint

Once the customers register grievances either through email, Phone, through Exchanges or SEBI or submits a physical copy of his grievance, it is recorded in the investor complain register and the higher authority is informed with the receipt of complaint. Email cdsldpcomplaints@mehtavakil.com is checked on Daily Basis

The compliance officer is appointed as redressing authority. The redressal officer resolves the issues within fifteen days and a copy of resolution is sent to the client. The Board of Directors are also apprised of the resolution.

If the client is dissatisfied / disagreed with the solution offered by the redressal officer, he has a liberty to approach higher authority i.e Board of Directors, who will look into the issues and final solutions are offered to the client.

For,
Mehta Vakil & Co. Pvt. Ltd.

Director