

Investor Grievance Redressal Mechanism for Clients

Step by Step Procedure for Redressal of Client Complaint/ Grievance

1. Clients who have complaints against the Stock-Broker are required to first approach the Customer Care of Grievance Redressal Committee.
Details of the Investor Grievance Redressal Committee with Name/ Contact Person/ Contact Number/ email id and address of the Grievance Redressal Officers with Escalation Matrix are provided on our website <https://damanifinserv.com/> under the Contact us tab.
2. Complainants are requested to submit complete details of the complaint through physical letter or email the complaint with complete details. Grievance Redressal Committee will not be in a position to register the complaint with incomplete information of the complaint, which is called for.
3. Only complaints from the Registered Clients shall be entertained. The Committee shall not entertain complaints/ Grievance on behalf of Clients by their advocates or agents or by any third parties or representatives.
4. Clients should note that only matter pertaining to Complaint/ Grievance shall be admitted as such by the Committee. Matters pertaining to normal service requests are not under the purview of Grievance Redressed Committee and will not be admitted as Investor Complaint/ Grievance.
5. Upon receipt of the compliant from the client either via email or in writing, the Customer Care of the Grievance Redressal Committee of the Stock Broker takes immediate swift action and replies to the client acknowledging the receipt of the compliant.
6. The Compliant received is then discussed within the Grievance Redressal Committee and necessary steps are taken to resolve the compliant to the satisfaction of the client. A proper and satisfactory response is then communicated to the client via the same medium of the receipt of the complaint.
7. If the clients do not receive response from the Customer Care of the Grievance Redressal Committee within a reasonable period of time or are dissatisfied with the response of the Committee, they may approach the Head of the Customer Care of the Grievance Redressal Committee.
8. In absence of response/ complain not addressed to the client's satisfaction, Clients may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or with the Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> or <https://bsecre.bseindia.com/ecomplaint/frminvestorHome.aspx>. Please quote your Service Ticket/ Complaint Reference Number while raising your complaint at SEBI SCORES.
9. After exhausting all the above options for resolution of the Grievance/ Compliant, if the Client is still not satisfied with the outcome, then the client can initiate dispute resolution through the ODR Portal. (<https://smartodr.in/login>)