

### **INVESTOR GRIEVANCES & REDRESSAL MECHANISM:-**

Sufficient disclosures of investment risks are given in account opening forms to the respective clients who are interested to trade through us. On opening of account we send copy of account opening form containing the investments risk disclosure to the client.

In case of any grievances the constituents can come to us either directly or through exchange. If the constituent wants to contact directly, a dedicated e-mail id [investorgrievance@mangalkeshav.com](mailto:investorgrievance@mangalkeshav.com) has been created for receiving customer complaints. Mails received in this e-mail id shall be checked by the Compliance Officer and suitable action shall be initiated by him on the complaints received if any.

Procedure for escalating the issues if email is responded within one working day:

We have 2 dedicated people in helpdesk to take care of all mails.

Telephone No.: 022-61908000 Extn. 7982 and 7960 Email IDs: [investorgrievance@mangalkeshav.com](mailto:investorgrievance@mangalkeshav.com), [dp@mangalkeshav.com](mailto:dp@mangalkeshav.com)

If not responded within one working day then we have one dedicated Compliance Officer who can be contacted over telephone in order to escalate the matter.

MK Commodity Brokers Limited  
Compliance Officer: Gyan Prakash  
Telephone No: 022-61908018  
Email id- [gyan@mangalkeshav.com](mailto:gyan@mangalkeshav.com)

Mangal Keshav Financial Services Limited  
Compliance Officer: Gyan Prakash  
Telephone No: 022-61908018  
Email id- [gyan@mangalkeshav.com](mailto:gyan@mangalkeshav.com)

After that the matter may be escalated to the Designated Director who can be contacted for any problems.

MK Commodity Brokers Limited  
Name of Designated Director : Mr. Ajay Shah  
Telephone No: 022-61907900 Extn – 7926  
Email ID: [ajay@mangalkeshav.com](mailto:ajay@mangalkeshav.com)

Mangal Keshav Financial Services Limited  
Name of Designated Director : Mr. Ajay Shah  
Telephone No: 022-61907900 Extn – 7926  
Email ID: [ajay@mangalkeshav.com](mailto:ajay@mangalkeshav.com)

In this hierarchy if helpdesk people are unable to solve the issues, then they can report to Compliance Officer and if Compliance Officer can not solve, even he can escalate the issue to the Designated Director.

Compliance officer maintain records of all complaint and its redressal actions and if needed then he maintain separate file for each complaints.

In case Grievance come to us through Exchange and found genuine then address the grievance at the earliest and inform him/her and exchange immediately, and if grievance found false then also the same is informed to him/her and exchange accordingly.