

**Investor Grievance Redressal Policy****1. Objective**

The objective of this policy is to establish a transparent framework for effective redressal of investor/client grievances in compliance with SEBI and Exchange (NSE, BSE, MCX, etc.) circulars. The policy ensures that all investor complaints are handled promptly, fairly, and efficiently, thereby strengthening investor confidence.

**2. Scope**

This policy applies to all grievances/complaints received from:

- Clients (through email, letter, telephone, or in person).
- SEBI SCORES platform.
- Stock Exchanges/Depositories.
- Any other regulatory authority.

**3. Types of Grievances Covered**

- Non-receipt of funds/securities.
- Unauthorized trades or discrepancies in trades.
- Non-receipt of account statements, contract notes, or ledgers.
- Issues related to demat accounts, margin, or pay-in/pay-out.
- Any other complaint related to the services offered by the broker.

**4. Grievance Redressal Mechanism****a) Receipt of Complaint**

- All complaints shall be acknowledged within **48 hours** of receipt.
- A unique complaint reference number shall be generated for tracking.

**b) Recording of Complaint**

- The complaint shall be logged in the **Grievance Register** (physical/electronic).
- Details recorded: Complaint date, client name & code, nature of grievance, source (direct/Exchange/SEBI), and assigned officer.

**c) Resolution of Complaint**

- Complaints shall be resolved within **7 working days** from the date of receipt.

Corporate Member : N S E / B S E / M S E I / MCX  
(Capital Market / F&O / Currency and Commodity Segment / Commodity Exchange)

**Regd. / Correspondence / Corporate Office :**

Amrapali House, Opp. Monte Cresto,  
Nr. Taj Hotel, Sindhu Bhavan Road,  
Bopal, Ahmedabad-380058.  
Gujarat, India.

Email : [acfsl@amrapali.com](mailto:acfsl@amrapali.com)  
Web. : [www.amrapali.com](http://www.amrapali.com)  
CIN : L65910GJ1994PLC118992  
T : +91 2717429100/01/02

- If additional time is required, interim communication shall be sent to the client, and resolution shall not exceed **15 working days**.

#### **d) Escalation Process**

- If the client is not satisfied, the complaint will be escalated to the **Compliance Officer**.
- If still unresolved, the client will be advised to approach the concerned Exchange/SEBI SCORES platform for further redressal.

#### **5. Roles and Responsibilities**

- **Grievance Handling Officer** – First level of complaint handling and resolution.
- **Compliance Officer** – Overall supervision, review of grievance register, and ensuring regulatory reporting.
- **Management** – Periodic review of complaint trends and preventive measures.

#### **6. Regulatory Reporting**

- All investor grievances shall be monitored and reported as per SEBI/Exchange requirements.
- Monthly/quarterly statements (as applicable) shall be submitted to Exchanges.
- Records of complaints and their resolution shall be preserved for a minimum period of **10 years**.

#### **7. Investor Education**

- The policy shall be displayed on the company's website.
- Clients shall be informed about grievance redressal channels at the time of account opening.

#### **8. Review of Policy**

- This policy shall be reviewed annually or earlier, in line with changes in SEBI/Exchange circulars.

#### **Contact Details for Investor Grievances**

- **Grievance Redressal Officer:** Nilesh Kapuriya
- **Compliance Officer:** Nilesh Kapuriya
- **Email ID:** grievances@amrapali.com
- **Phone:** 0271 - 7429100

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**Place: Ahmedabad**

**Updated Date: 01-08-2025**

FOR AMRAPALI CAPITAL AND FINANCE SERVICES LIMITED



**Designation of the Issuing Authority:**

(Compliance Officer / Director / Proprietor / Partner / HR Manager)

**Name: Nilesh Kapuriya**

Corporate Member : N S E / B S E / M S E I / MCX  
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