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.

Regd. / Correspondence / Corporate Office :
Amrapali House, Opp. Monte Cresto,
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Bopal, Ahmedabad-380058.
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Web. : www.amrapali.com
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- 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: 30-05-2026

FOR AMRAPALI CAPITAL AND FINANCE SERVICES LIMITED

AMRAPALI CAPITAL AND FINANCE SERVICES LTD.
AHMEDABAD

Designation of the Issuing Authority:

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

Name: Nilesh Kapuriya

Regd. / Correspondence / Corporate Office :
Amrapali House, Opp. Monte Cresto,
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