

Do's for Grievance Redressal:

- File complaints within the limitation period to avoid rejection at the arbitration stage.
- Take up complaint redressal with the Trading Member (TM) first and if not resolved within a reasonable time frame, then approach Exchanges/ SEBI.
- For faster resolution of complaints:
 - Lodge complaint with relevant exchange/ depository.
 - Lodge complaint online and with all relevant supporting documents.
 - Provide trading account details including client Code and PAN details at the time of complaint registration.
 - Provide all information sought by the exchange expeditiously.
 - Maintain copies of all account opening documents and trade related information received from the trading member.