



PCS Securities Ltd

Grievance Redressal Policy

INTRODUCTION:

It is essential that grievances of the clients are given due importance and quick action is taken to resolve the same. To provide efficient and enhanced services to the client, PCS Securities Ltd ('the Company') has a mechanism in place to address the grievances of its clients relating to any business or service related issues made directly or through the Regulatory authorities/ other authorities through arbitration etc.

- As prescribed by SEBI Circular No. CIR/MIRSD/3/2014 dated August 28, 2014, the Company has designated exclusive Email Id: pcsig@pcssecurities.co.in for lodging of complaints, grievances and suggestions by Investors. The same has been informed through KYC and published on website of the company.
- Also, SEBI Circular No. CIR/MIRSD/18/2011 dated August 25, 2011, clients are informed about the existence of email for registering their grievances through Notice board displayed in the specified format at each branch / Sub-broker/Authorized Person office.

Grievance Redressal Mechanism

1. Emails received from the clients should be properly classified into complaints and routine queries.
2. All the complaints received directly from the client should be updated in the Complaint register and immediately shall be forwarded to Compliance Department, for resolution. Register of complaints is centrally maintained by Compliance Department at Head Office.
3. If complaints are received from client (other than Head office client) in form of e-mails or physical letters or telephone calls then the same shall be forwarded to Branch Official / Manager for redressal and He / She has to reply to Compliance Department along with his / her inputs within two working days.
4. Compliance Department at Head Office shall study the nature of the complaint and scrutinize / investigate it in detail.
5. Scrutiny / Investigation may involve verifying case facts with client's KYC, ledger, Contract Note, DP statement, collateral account etc. as the case may be. Investigation / scrutiny, being a vital step in the process of resolution, audit trail should be maintained for future reference. Details of the same should be recorded in the complaint register along with date.
6. However, where it is felt that complaint is not tenable, the client shall be accordingly provided with clarification for the same.

7. After detailed scrutiny / investigation of the complaint as above, Compliance department shall draft reply and sent it to the client / Exchange / SEBI as the case may be.
8. Compliance department shall ensure that there is no complaint pending to be resolved for more than 30 days from their end.

General

When a case is settled / in process and an employee is found to be responsible for the loss incurred/like to be incurred, the same may be recovered from the employee, subject to HOD's discretion. This should be done after following process of enquiry in that regard. Thereafter, the recovery process may be initiated which will involve immediate intimation to the HR department to hold salary of the employee for the required amount as per the agreed terms i.e. whether one time deduction or monthly deduction in installments to recover the total amount of recovery is to be done.

Periodic reviews and analysis shall be undertaken on the type of complaints and originating branch and appropriate corrective action shall be taken wherever required.

Complaints received at branches or HO for non receipt of contract notes or Statement of Account / Holding shall be addressed on priority.

Training Programs

Business Heads shall also conduct periodic investor meets to educate clients and get the inputs from them on quality of Company's service.

Process flow for Complaint Resolution

Complaints received through NSE/BSE/CDSL/SEBI/Client's Letter/Grievance Email id



Compliance Department scrutinizes and forward to the Branch



Branch Officials give their inputs along with supporting to Compliance dept within 2 working days



Compliance Department will give reply along with required evidences on receipt of the response from Branch Officials



Any non cooperation of the Branch will be escalated to Director and Business Head