



Prarup Shares & Stock Brokers Pvt. Ltd.

Share & Stock Brokers • Member : Bombay Stock Exchange Ltd.

CIN NO: U67120MH1997PTC110642

Investor's Grievance Redressal Policy

As a constant endeavour to provide best investment experience and as a part of good governance measure, Prarup Shares & Stock Brokers Pvt. Ltd. (PSSBPL) has developed comprehensive Investor Grievance Mechanism which is depicted in this policy.

PSSBPL has a dedicated email id compliance vkta.shah@gmail.com on which clients can mail their complaints/queries.

We have also made clients aware about process and benefits of filing complaint on SEBI's SCORES portal by giving direct link of SCORES on our website. Same is also given to clients as a part of welcome kit and Account Opening Form. Investor grievance escalation matrix is placed on website of PSSBPL giving all the important details.

Grievances raised at branch level or at authorized person level is escalated to HO- Compliance Department Immediately and it is resolved within 15 days of receipt of the same. Grievances received from regulators are replied along with the supporting documents, if any, within the prescribed time limit to regulator.

A separate Grievance Register is maintained to record complaints received either by email / by letter/ in person. As per company policy, we PSSBPL give utmost importance to grievances received and our endeavour is to reply to the client by at most by next day. Under exceptional circumstances (where we need to collect data from various places /sources) or where further clarification is required, reply is served within 7 working days. Complaint resolution time limit is kept as 15-30 days internally.

Clients may also contact on telephone No.: 022-22841430 and talk to customer service representative or compliance manager for further assistance. Name of the Compliance Officer along with the email id to register the complaint has also been displayed on contract note.

For Prarup Shares & Stock Brokers Pvt. Ltd


(Mahendra Shah)



30, Kamer Bldg., 38, Cawasji Patel Street, Fort, Mumbai-400 001.

MAS Direct: 022-2284 1432 • Tel.: 022-2284 1430 / 31 • E-mail : prarup_1994@yahoo.co.in