

Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.

Account Opening procedure with Flowchart

All investors desiring to register with our company are required to contact our office to obtain the mandated specified Client Registration Form and comply with Know Your Client (KYC) guidelines. All specified documents are required to be submitted and verified. Client registration charges have to be paid and client bank account would be verified by penny drop or other mechanism. Client details shall be entered into the back office, risk management system, NSE UCC, BSE UCC, MCX UCC KRA, CKYC and other databases as specified by regulations. The investor has to specifically include and/or exclude exchanges and segments where the investor desires or does not desire to trade, as mandated by regulations. Once all these formalities are completed, and margin requirements are met, the investor client can commence transactions.

For updating investor data, the investor has to inform us in writing or by email from registered email id.

In the event the client desires to close the trading account with our company, the client has to clear all dues, and inform us in writing or by email from registered email id to close the trading account. Thereafter the company shall close the investor trading account and make the investor UCC inactive in all the above databases.

Investor contacts our office,
completes Client Registration Form
with supporting documents

Our office processes Client
Registration Form, updates
backoffice, Exchange UCC, KRA,
CKYC

Our office emails welcome letter to
Investor. Investor can trade from
next trading day

Procedure for filing complaint with designated investor grievance email id with Flowchart

All investors desiring to file complaint against us can visit our office and enter their grievance in the Complaint Register maintained in our office or can visit our website, click link and file investor grievance on designated email id. All such online investor grievances are serially noted in the Complaint Register maintained in office for proper tracking.

For checking status of investor grievance, investor can visit our office to check status in the Complaint Register or can check investor's registered email id for resolution email sent by our office.

Investor desiring to file complaint clicks investor grievance email id on our website and emails complaint on this email id

Investor checks resolution email sent from designated investor grievance email id

Procedure for finding status of complaint with designated investor grievance email id with Flowchart

Investor who has filed investor grievance on designated email id sends reminder to the designated email id if grievance is not resolved or replied within 7 days. The Compliance Officer tracks all investor grievances received and noted in Complaint Register maintained in our office and replies to each investor's registered email id within 7 days informing status of the complaint.

Investor sends reminder email to designated investor grievance email id if no resolution or reply email received within 7 days

Compliance Officer tracks all investor grievances received and noted in Complaint Register and replies within 7 days