

### INVESTOR GRIEVANCE REDRESSAL MECHANISM

Investor Complaints received against Sub-Brokers/AP after entering in the Investor Complaint Register are forwarded to the concerned Sub-Brokers/AP along with a copy of the complaint for resolution/comments and the comments, if any, received from the Sub-Brokers/AP are forwarded to the complainant for further comments.

In case no reply is received from the Sub-Broker/AP or the reply received from the Sub-Broker/AP does not redress the complaint, the same is forwarded to the MCX whereby the complaint is taken up by the IGC of MCX for redressal.

For Ludhiana Commodities Trading Services Ltd



Director