



## GRIEVANCE REDRESSAL POLICY

<b>Regulatory Reference</b>	SEBI Circular CIR/MIRSD/2014 dated September 30, 2014, SEBI (Stock Brokers and Sub-Brokers) Regulations, 1992, and exchange circulars issued by BSE and NSE from time to time.
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### 1. Preamble

PCSL is committed to providing a fair, transparent and timely mechanism for resolution of investor complaints and grievances. All complaints are treated with utmost seriousness, impartiality and confidentiality.

### 2. Scope and Applicability

This policy applies to all clients and investors dealing with PCSL in its capacity as:

- Stock Broker on NSE and BSE
- Non-Banking Financial Company (NBFC)
- Distributor of financial products

### 3. How to Register a Complaint

Investors may register their complaints through any of the following channels:

- In Writing: Submit to the Registered Office of PCSL
- By Email: [promptcal@gmail.com](mailto:promptcal@gmail.com)
- By Telephone: 033- 79611711 / 40065349 During business hours from Monday to Friday (10:00 AM to 4:00 PM)
- SEBI SCORES Portal: [www.scores.sebi.gov.in](http://www.scores.sebi.gov.in)
- NSE Investor Grievance: [igrc@nse.co.in](mailto:igrc@nse.co.in) | BSE: [is@bseindia.com](mailto:is@bseindia.com)
- ODR (Online Dispute Resolution): [smartodr.in](http://smartodr.in)

### 4. Complaint Handling Process

- Acknowledgement of complaint within 3 working days of receipt.
- Complaint registered in internal tracking system with unique reference number provided to investor.
- Investigation by designated Compliance Officer.
- Resolution communicated within the time limit as prescribed by SEBI/Exchanges.
- If unresolved, escalated to the Exchanges / SEBI SCORES as applicable.
- Arbitration / ODR available for disputes not resolved at internal level.

PROMPT CORPORATE SERVICES LTD.

*Shalini Singhaia*  
Director



## 5. SEBI SCORES

In case the complaint is not redressed, or if the investor is not satisfied with the resolution, the investor may register the complaint on SEBI SCORES at: [www.scores.sebi.gov.in](http://www.scores.sebi.gov.in).

## 6. ODR Platform

Pursuant to SEBI Circular dated July 31, 2023, investors may access the Online Dispute Resolution (ODR) platform at [www.smartodr.in](http://www.smartodr.in) for conciliation and arbitration of unresolved disputes.

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*Shalini Singhaia*  
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