CUSTOMER COMPLAINT FILLING PROCEDURE AT KEDIA SHARES

Client can file complaint by calling up on Phone 022-46049268, email to grivance@kssbmail .com, raising query through website which is handled by customer service helpdesk or email to admin@kssbmail.com

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Process for resolution at customer service Desk :

A. Member Receive Complaint (Phone, Email, Web & Letter):

Client to ensure that complaint is made from registered mobile/landline number (in case of call) or registered email id in case of email.

1) If compliant received through phone:
   - ➢ Customer service verifies whether call is received from registered mobile/landline number. If call is received through unregistered number, client is asked to provide additional authentication details.

   - ➢ If client is unable to provide these details, the client should call back with appropriate authentication details.

2) If compliant received through Email :
   - ➢ On receipt of complaint from the registered email id, then CSO creates the case with assigned id number and replies to the Client / BA. If complaint not received through registered e-mail id, then CSO outcalls the client on his registered mobile number, establish the identity and update e-mail id if there is any change and then replies to the complaint.

3) If walk in client visit to HO :
   - ➢ Executive will attend the Client and verify the ID proof or authorization Letter if someone, other than client has come on clients behalf. After verifying the details CSO will resolve the query.

B. Process for resolution for complaints received at investor grievance email id :

1) Client to ensure that complaint should be sent only from registered email id for faster resolution.

2) Check whether the email is received from the registered email id, if yes, then Compliance creates the case and reply to the Client / BA .

3) If not received through registered e-mail id, then CSO outcalls the customer, establish the identity and update e-mail id if there is any change, else reply on the registered email id.

Note : In all cases, the case id is sent by email to the client on receipt of the complaint. Similarly, once the complaint is replied to and closed, a email intimating closure of the complaint is also sent to the client. In the meanwhile, the client can check the status of his complaint by calling or emailing to the customer service helpdesk.

KEDIA SHARES & STOCKS BROKERS LIMITED
Annexure A
Investor Grievance Escalation Matrix

(Broking, DP & PMS)

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Investor Grievance Email ID	-----	-----	-----	grivance@kssbmail.com	-----
Customer care	Nivedita Rikame	B-3505, Kohinoor Square, N.C. Kelkar Marg, R.G. Gadkari Chowk, Shivaji Park, Dadar (W), Opposite Shiv Shena Bhavan Mumbai - 400028, Maharashtra	+91 22 46049268	grivance@kssbmail.com	Monday to Friday 9.00 am to 4.00 pm
Head of Customer care	Vinod Gadodia		+91 22 46049268 (Extn: -108)	grivance@kssbmail.com	Monday to Friday 9.00 am to 4.00 pm
Compliance Officers	Reshma Kalokhe (Broking)		+91 22 46049268 (Extn: -112)	compliance@kediashares.com	Monday to Friday 9.00 am to 4.00 pm
	Sunil Parmar (Depository)		+91 22 46049268 (Extn: -113)	dp@kediashares.com	Monday to Friday 9.00 am to 4.00 pm
	Rakesh Agrawal (PMS)		+91 22 46049268 (Extn: -106)	admin@kssbmail.com	Monday to Friday 9.00 am to 4.00 pm
CEO	Narendra B Kedia (Broking, DP & PMS)		+91 22 46049268 (Extn: -104)	narendrabkedia@gmail.com	Monday to Friday 9.00 am to 4.00 pm

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

SEBI at https://scores.gov.in/scores/Welcome.html
BSE at https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx
NSE at https://investorhelpline.nseindia.com/NICEPLUS/
Depository at https://www.cdslindia.com/Footer/grievances.aspx

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

(BSE Notice no. 20220614-15 dated 14-Jun-2022, NSE Circular Ref No.: 11/2022 dated 03-Jun-2022 and CDSL Communiqué CDSL/IG/DP/2022/468 dated 17-Aug-2022 & CDSL/IG/DP/2022/653 dated 10-Nov-2022 as amended)