

# Nalanda Securities Private Limited

## **Procedure for filing complaint and finding out status of complaint**

1. Nalanda Securities Private Limited is SEBI registered Stockbroker and acts as an intermediary for placing buy and sell orders on behalf of the clients, on NSE and BSE. We address all issues on a best effort basis to provide a delightful experience to our Clients.
2. The client can contact us at our office situated at 310, Hubtown Solaris ,3<sup>rd</sup> Floor , NS Phadke Marg, Andheri (East), Mumbai-400069 or on Our Landline No. 022 62819600 or our email id [info@nalanda.net.in](mailto:info@nalanda.net.in)
3. As soon as we received complaint from the client, Ticket No. is generated for the same and intimated to client.
4. If the Client's issue remains unresolved after a period of 15 days from the date of first raising the issue or if the customer is not satisfied with the response provided , the client may contact to the Compliance Officer at: 310, Hubtown Solaris ,3<sup>rd</sup> Floor , NS Phadke Marg, Andheri (East), Mumbai-400069 or on Our Landline No. 022 62819637 or our email id [info@nalanda.net.in](mailto:info@nalanda.net.in)
5. The Client can also approach the NSE or BSE using the grievance mechanism mentioned at the website of the respective exchanges.

	Website	Contact No	Email-id
BSE	<a href="http://www.bseindia.com">www.bseindia.com</a>	+91 22 22728097	<a href="mailto:is@bseindia.com">is@bseindia.com</a>
NSE	<a href="http://www.nseindia.com">www.nseindia.com</a>	+91 22 29658190	<a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>

6. In case the complaint is not redressed at Stock Broker / Stock Exchange level, the customer may approach SEBI and lodge the complaint on SCORES (a web based centralized grievance redressal system of SEBI) at <https://scores.gov.in/scores/Welcome.html>

Detailed procedure for SCOREs can be accessed through SEBI circular Ref. No. SEBI/HO/MIRSD/MIRSD6/CIR/P/2017/20, dated March 10, 2017.

7. Based on the ticket no. for complains, we maintain complain register and status of complain is updated in the same. Clients can find out the status by contacting us.

