**MACONOCHIE & CO**

**Policy for Redressal of Investor Grievance**

**Name and Details of the person in charge of handling investor grievances**
S.Venkateswaran, Partner is overall in-charge of handling investor grievances

**Procedures relating to Investor Grievance Register**
Investor Grievance Register shall be maintained at all places that deal with investor including the Head Office and all branches/ sub-brokers office/ Authorized Persons office/ other offices that deal with Investor.

Compliance Officer shall ensure centralizing the data of all these registers into one database. The Register would contain:

\* Date of Grievance
\* Affected Party details
\* Details of the Grievance
 **Procedures relating to Investor Grievance Email ID**
invgr@maconochie.in has been designated as the Investor Grievance Email ID.
The ID has been displayed on our website [www.maconochie.in](http://www.maconochie.in)

The Compliance Officer shall regularly check the ID from time to time
 **Scores**

All grievances in SEBI Complaints Redress System (SCORES) shall be looked into personally by Compliance Officer

 **Resolution**

Adequate steps would be taken for redressal of grievances within one month from the date of receipt of the complaint, the investor/stock exchange(s)/ concerned regulator shall be duly informed of the action taken thereon