

## RAJESH BAHETI

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### INVESTOR GRIEVANCE POLICY

Date: 06<sup>th</sup> January, 2017  
Reviewed on 9<sup>th</sup> January, 2017

**Objective:** The prime objective of having this policy is to have minimal grievances from the clients and to have transparent and fair systems in place to provide smooth services to the clients. It is our sincere endeavour to provide best of industry services to our clients. We have placed this policy in line with SEBI / Commodity exchanges to redress any grievance of any clients. Further, to redress grievance at the earliest and to the fullest satisfaction of the clients, we also ensure that same type of grievance should not occur in future.

#### Touch points of this policy:

1. Handling of all investor grievances for M/s Rajesh Baheti (hereinafter referred to be as RB) is a centralized function and is being handled by Compliance department and Proprietor at correspondence office.
2. RB has designated e-mail id: [compliance@crosscap.co.in](mailto:compliance@crosscap.co.in) on which the clients may lodge their complaints. The said email id is made available in quarterly statements sent and also on Website of the RB.
3. Compliant register is maintained at all the offices and the complaints, if any needs to be entered in said register immediately after receipt of the complaint from the client Further, Branches, are required to forward the grievance at correspondence office within 1 working day from the date of receipt of the complaint. RB also has an escalation mechanism in case if any investor complaint does not get redressed by the director in charge or by the senior staff.
4. RB is reviewing IG mechanism from time to time. RB shall also review the grievances received from the Exchange, if any and ensures resolving of them within 30 days.
5. Grievances would be verified and Scrutinized by the compliance department and Proprietor and attempt to resolve the grievances at the earliest. However, no grievance should remain unresolved beyond 30days.

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