

Introduction – Jambuwala Commodities Private Limited is full-service broking houses, which are a Trading Member of Bombay Stock Exchange Limited (BSE), National Stock Exchange of India Limited (NSE), Multi Commodity Exchange Limited (MCX) and National Commodity & Derivatives Exchange Limited (NCDEX) Bearing SEBI Registration No. INZ000056036 and a Depository Participant with CDSL SEBI Reg. IN – DP – 527 – 2020.

Investor Grievance Redressal Mechanism

1. For the purpose of smooth, effective and timely redressal of investor grievances, the Investor Grievance Redressal has been centralized and monitored by the Compliance Department of JAMBUWALA COMMODITIES PRIVATE LIMITED
2. JAMBUWALA COMMODITIES PRIVATE LIMITED has created a dedicated e-mail ID compliance@jambuwala.com, in pursuance of SEBI / Exchanges guidelines, for effective and timely redressal of client complaints. The said e-mail Id is monitored by the Compliance Officer & Operation Head.
3. The aforesaid Id is communicated to each and every client using various modes like Know Your Client Form, Welcome Letters, Contract Notes, JAMBUWALA COMMODITIES PRIVATE LIMITED 's official website (www.jambuwala.com).
4. A client can forward his / her complaint or grievance by any of the following ways:
 - a) by sending an e-mail to the aforesaid Id
 - b) by sending a letter to any of the offices / branches of JAMBUWALA COMMODITIES PRIVATE LIMITED
 - c) by sending fax to any of the offices / branches of JAMBUWALA COMMODITIES PRIVATE LIMITED
 - d) by verbal communication on personal visit or over phone
5. If any complaint or grievance is received by any branch of SPA and the same is recorded in the branch Complaint Register and a copy of the complaint is forwarded to the HO within one working day from the date of receipt of the complaint. HO then forwards the same complaint to the Compliance Department within one working day from the date of receipt of the complaint at HO.
6. If the Complaint can be resolved at branch level, the same is resolved and recorded in the branch Complaint Register and intimation to that effect is sent to the HO within one working day from the date of resolving the complaint. HO then forwards the said intimation to the Compliance Department, which in turn inscribes the same in the Master Complaint Register and marks the complaint as Closed.
7. If any complaint or grievance is received at HO, the same is forwarded to the Compliance Department within one working day from the date of receipt of the complaint. The Compliance Department records the details of the complaint in the Master Complaint Register.

8. The Compliance Department then collects the necessary details / information for the complaints which have or could not be resolved at branch / HO level. And after thorough investigation in the matter, the necessary instructions are given to the HO or concerned branch for resolution of the matter. Once the complaint is replied / resolved, the details thereof are inscribed in the Master Complaint Register.

9. Each and every complaint/complaints are recorded and resolved within 30 days from the date of its receipt/s.

Policy Reviewed and Authorised by

Mr. Kamal Shah
Director