MUNI BROKING HOUSE LIMITED
Corporate Office: The Legacy, Unit 41A/43, 25A Shakespeare Sarani, Kolkata - 700017
CIN - U66120WB2023PLC260758 GSTIN - 19AAQCM6975R1Z0

INVESTOR GRIEVANCES POLICY

Last Reviewed on	Reviewed By	Approved By
05-03-2026	Compliance Officer	Management

INVESTOR GRIEVANCES POLICY

This is an internal policy of Muni Broking House Limited for Investor Grievance handling.

1. An Investor /Client can make his/her complaint through email, lodging the complaint in the complaint register or letter to the Company.

2. The Investor/Client can make a written complaint through letter and sent it or hand delivered to Company's Head Office.

3. Handling of all investor grievances is a centralized function and is being handled by Compliance department at corporate office.

4. Under the SEBI directive a designated e-mail id has been created grievance. compliants@munibrokig.com (for trading) and dp@munibroking.com (for DP) & the same has been displayed on our Client Registration Kit. This e-mail id is being monitored by compliance department on daily basis.

5. All the Investor Grievances received in writing at H.O., complaint register or at the grievance. compliants@munibrokig.com (for trading) and dp@munibroking.com (for DP) would be verified and scrutinize by the compliance department and it would initiate necessary steps to resolve the complaint within 7 working days of the receipt of the complaint by them.

6. Any course of action which involves the concerned department at Head office it would be informed to the concerned head of the department

7. If there is no response from concerned department or the branch and or associate within 7 working days of the complaint, the same would be escalated to the Directors of the company for immediate action.

8. All investor grievances should be resolved within time period of 15-25 days of the receipt of the complaint to the department.

9. All the investor grievances would be handled in the following manner by the compliance department:

    a) All the investor grievances (hard copy or softcopy) would be updated in an excel register (softcopy) as in the format specified in **Annexure-1** on the same day of the receipt of the complaint. This register would be monitored by the compliance officer.

Annexure – 1

Sr. No	Client Code	Client Name	Particulars of Complaint	Complaint receipt date	Mode of Receipt	Hand over to department	Date of Redressal of Grievance	Remarks	Filing of complaints to Exchange

b) After verification and scrutiny, the appropriate steps would be initiated to resolve the complaint at the earliest.
c) A monthly list of the complaints received, pending and or resolved would be given to the Head of Business and designated Directors of the Company.
d) As per the exchange/SEBI directives the complaint register has to be maintained in hardcopy.
e) Therefore, compliance department will ensure that depending upon the type of the complaint, all the information i.e. from the receipt of the complaint till the status of being resolved would be updated in the register as stated in point 9 (d).

10. The compliance officer would ensure that it gives its sign-off only after the complaint is resolved.

11. Escalation matrix of Muni Broking House Limited in order to strengthen our process of handling Investor Grievance.

Details of	Contact Person	Address	Contact No	Email Id
Customer Care	Dipak Tibrewal	The Legacy, Unit 41A/43, 25A, Shakespeare Sarani, Kolkata-700017	+91 62890 91081	dipakt@ munibroking.com
Head of Customer care	Shubham Thard	The Legacy, Unit 41A/43, 25A, Shakespeare Sarani, Kolkata-700017	+91 90511 95111	shubhamt@ munibroking.com
Compliance Officer	Shailendra Kumar Gupta	The Legacy, Unit 41A/43, 25A, Shakespeare Sarani, Kolkata-700017	+91 90735 31666	compliance@ munibroking.com
CEO	Ashish Thard	The Legacy, Unit 41A/43, 25A, Shakespeare Sarani, Kolkata-700017	+91 98742 28419	ashisht@ munibroking.com

This policy is to be reviewed as & when management thinks fit or whenever changes are mandated by statutory authorities.
In the case of any further information/clarification is required in this regards, may be contacted to Compliance Officer.