

# **Investor Grievance Handling Procedure**

Dear Investor,

Your satisfaction is important to us. If you have any complaint or grievance, please follow the steps below:

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## **Step 1 – How to Lodge a Complaint**

You can send your complaint to us through any of the following ways:

- **Email:** [jseldpgriev@gmail.com](mailto:jseldpgriev@gmail.com)
- **Phone:** [0141-2729134](tel:0141-2729134)
- **In Person:** Submit a written complaint at our office.
- **Online:** Through SEBI SCORES portal.

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## **Step 2 – Acknowledgement**

- You will receive an **acknowledgement within 2 working days**.
- We will share a **Complaint ID number** with you for tracking.

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## **Step 3 – Resolution of Complaint**

- We will try to resolve your complaint **within 7 working days**.
- If it takes longer, we will inform you about the reason and expected time for resolution.

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## **Step 4 – Escalation**

If you are not satisfied with our reply, you can escalate as follows:

1. Contact our **Grievance Redressal Officer** (<https://jselsec.in/>).
2. If still unresolved, escalate to our **Compliance Officer**.
3. Finally, you may approach **SEBI SCORES** (<https://scores.sebi.gov.in>).

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## **Step 5 – Closure**

- Once your issue is resolved, we will inform you in writing/email.
- If you are satisfied, the complaint will be marked as **closed**.

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**Note:**

- Please always mention your **BO ID/Client ID, Name, and Contact Details** while lodging a complaint.
- We are committed to resolving all investor grievances in a fair and time-bound manner.

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**Grievance Officer Contact Details**

Name: Alok Nigam

Email: [jselsec@yahoo.co.in](mailto:jselsec@yahoo.co.in)

Phone: [9351355955](tel:9351355955)

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