

Grievance Redressal Mechanism

Jyoti Broking Pvt. Ltd. Customer Care Service department ensures customer satisfaction by providing quality and timely assistance throughout for any/all the services provided by Jyoti Portfolio Pvt . Ltd.

It helps and guide clients in case of any query and also in redressal of any kind of dispute/complaint in shortage time possible.

Client is free to contact at below mentioned contact numbers in case of any query:

Contact Number: 011-46059400

IT support :- 011-46059425

Customer Care : 011-46059434,011-46059438, 011-46059452

Email Id: jyotiinvestorgrievance@rediffmail.com

Working Days : Monday – Saturday

Working Hours : 9AM -5PM

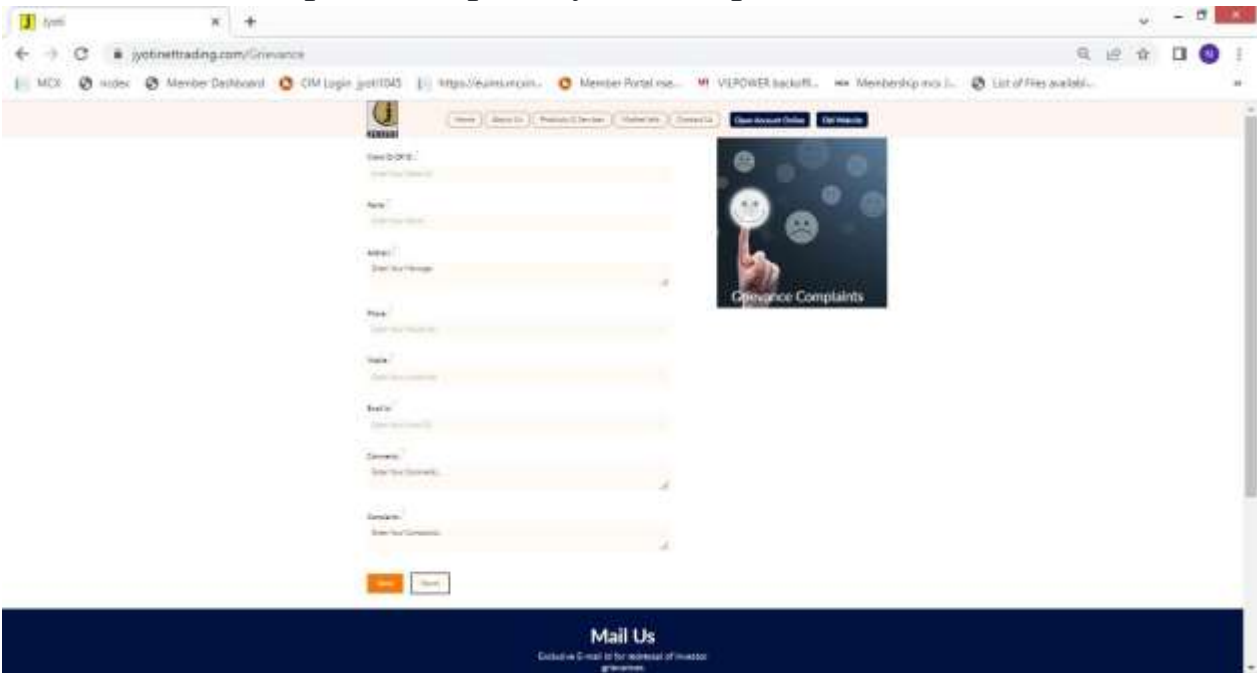
Working Hours : for Saturday 10:00 AM - 5:00 PM

Level 1

1. In case of any complaint you can write to us at jyotiinvestorgrievance@rediffmail.com

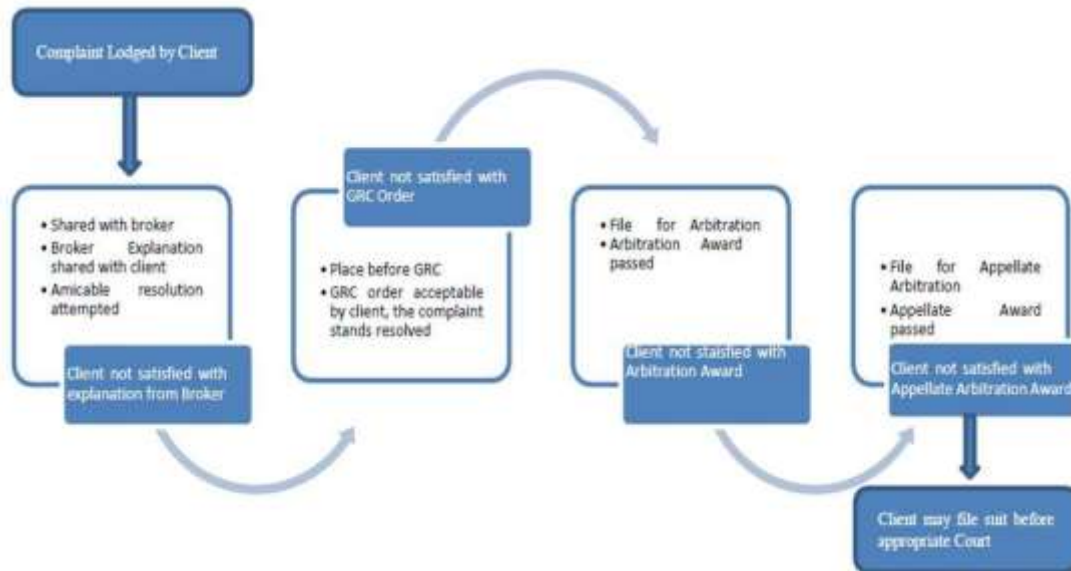
OR

2. You can login to our website www.jyotinettrading.com go to Grievance option to upload your complaint.

A screenshot of a web browser displaying the 'Grievance' form on the website 'jyotinettrading.com'. The browser's address bar shows 'jyotinettrading.com/Grievance'. The page has a navigation bar with links like 'Home', 'About Us', 'Products & Services', 'Contact Us', 'Open Account (India)', and 'Live Markets'. The main content area contains a form with fields for 'Name', 'Email', 'Phone', 'Address', 'Pincode', 'State', 'Country', 'Comments', and 'Attachments'. To the right of the form is a graphic titled 'Grievance Complaints' showing a hand pointing at a sad face icon. At the bottom of the page is a dark blue banner with the text 'Mail Us' and 'Exclusive E-mail id for redressal of investor grievances'.

- ✓ Fill all your details along with complaint in grievance form.
- ✓ The ticket id will be mailed instantly to your registered Email ID.
- ✓ We will try to resolve your query in shortest time possible. If you wish to escalate your ticket or know about the progress regarding your ticket, you can mail us at garima@jyotiportfolio.com

Level 2 – Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange. Complaints Resolution Process at Stock Exchange explained graphically:



Level 3 – The complaint not redressed at Stock Broker / Stock Exchange level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.gov.in/scores/Welcome.htm>

Level 4 – The complaint not redressed at Stock Broker / Stock Exchange / SEBI Level, may be lodged with SMARTODR @ <https://smartodr.in/login>