

ALANKIT IMAGINATIONS LIMITED

POLICY ON INVESTOR GRIEVANCE REDRESSAL MECHANISM

A register of complaints relating to the broking activities shall be maintained centrally at Head Office in accordance to the rules, regulations, Bye laws and directives of the Exchanges/SEBI stating complete details of complaint.

An email id shall be exclusively designated for reporting complaints/grievances by the investors for reporting complaint electronically. The said email-id shall be informed to all investors and also displayed on the official website of the company. The designated email-id shall be printed on various stationary including KYC form and contract notes etc.

All the complaints registered with SEBI/NSE/BSE/MCX/NCDEX/ICEX and /or received directly from investors shall be recorded in complaint register with status and other details including the mode of received (e.g. verbally, telephonically, electronically and physically). Complaint received physically and electronically by email shall be filed serially in a box file with indexes.

The investor grievance redressal cell will monitor and redress the investor's complaint in supervision of Compliance officer. The board of directors of the Company also reviews the grievances status on a periodic basis.

It will be the duty of grievance redressal cell of the company to ensure that the complaints received from investors are redressed earliest and without delay. The board of directors also periodically monitors the status of pending complaints and duration of pendency. In cases wherein there is a delay in redressal whatever the reasons are, suitable instructions shall be given, which includes assistance from the legal consultants and other agencies to ensure the redressal earliest. The company has set a target period of maximum 30 days for redressal of any complaint as per given table provided the matter is not sub-judice before any court of law.

Name of the Concerned Officer	No. of Days/ Pending Since (Aging)
Trading Manager	1-15 Days
Compliance Officer	16-30 Days
Board of Directors	If more than 30 Days