

Policy for Redress Mechanism of Investor Grievance

We at NARAYAN SECURITIES LIMITED endeavour to address all complaints regarding service deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. We realize that quick and effective handling and resolution of client's/ Investor's grievance is essential to provide excellent client service.

To achieve this, our company has clearly documented policy for redressal of investor grievances. Through this policy, our company shall ensure that a suitable mechanism exists for receiving and addressing complaints from our clients/investors with specific emphasis on resolving such grievances fairly and expeditiously.

This policy seeks to ensure that Grievance, if any that may arise shall be resolved in a proper and time bound manner with detailed advice to the client/investor. In case the resolution needs time, an interim response acknowledging the grievance/complaint shall be issued.

The Compliance Officer shall give monthly report of the client's grievance to the Directors of the company with complete details as Name and Account number of the client, Nature of Complaint, Date of receipt of the complaint and status of resolving the same.

For grievances remaining unresolved for a period of more than 15 days from the date of receipt, the Compliance officer shall provide a justification to the Directors.

The Compliance officer shall maintain proper records of all grievances received and resolved. personnel/employees at the customer facing channels and other support departments will be periodically trained in handling of client's complaints.

The Grievance Redress Mechanism with updated contact details and email ID shall be provided to the Clients and uploaded on the Company's website.

Grievance Redress and Dispute Handling Mechanism For timely and proper redressal of clients / investors grievances and complaints, we have the following Grievance Redress and Dispute handling Mechanism in place:-

NARAYAN SECURITIES LIMITED has appointed Mr Pawan Kumar as Compliance Officer as a first point of contact for redressal of the client's complaints/grievances.

In case of any grievance / complaint against NARAYAN SECURITIES LIMITED : • The client/investor can contact Mr. Pawan Kumar (Compliance Officer) at his email-id (pawan_bhararia@yahoo.co.in) and Phone No. - 91-7042913240.

• The client/investor can also approach Mr. Aashish Saraf (Director) at his email-id (Ashishsaraf@narayansecurities.com) and Phone No. - 91-9899070008.

- If not satisfied with our response, the client/investor may contact the concerned Stock Exchange / Depository at the following – Web Address Contact No. Email-id

BSE www.bseindia.com 022-22728097 is@bseindia.com

NSE www.nseindia.com 1800220058 ignse@nse.co.in

MCX-SX www.mcx-sx.com 022-67319000 (Ext. 8883) investorcomplaints@mcx-sx.com

CDSL www.cdslindia.com 022-22723333 complaints@cdslindia.com

NSDL www.nsdl.co.in 022-24994200 relations@nsdl.co.in

- The client/investor can also lodge his grievances with SEBI at <http://scores.gov.in>. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

For, NARAYAN SECURITIES LIMITED

(AUTHORISED SIGNATORY)