

(1) Documents required for complaint resolution:

- Complete Account Opening Kit
- Contract notes
- Ledger statement
- Bank statement
- Demat transaction statement
- Any other document in support of claim

(2) Multi-level dispute resolution mechanism available at the Exchange:

- Amicable resolution at Exchange level
- If no amicable resolution arrived at, matter is referred to Investor Grievance Redressal Committee who are independent entities set up for the compliant resolution.
- Arbitration proceedings
- Appellate Arbitration proceedings