Ranjan Chandok
(AMFI Registered Mutual Fund Distributor)
Grievance Redressal Policy

Definition

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or

any act of omission or commission or deficiency of service and in the nature of seeking a remedial action but do not

include the following—

i. complaints that are incomplete or not specific in nature;

ii. communications in the nature of offering suggestions;

iii. communications seeking guidance or explanation;

Objective

The purpose of this Policy is to set forth the policies and procedures to be followed in receiving, handling and responding to any grievance against Blue Circle Financial Services in respect of the services offered by it under distribution of Mutual Fund Schemes. The following are broad objectives for handling the customer grievances:

- To provide fair and equal treatment to all customers without bias at all times.

- To ensure that all issues raised by customers are dealt with courtesy and resolved in stipulated timelines.

- To develop an adequate and timely organizational framework to promptly address and resolve customer

Grievances fairly and equitably.

- To provide enhanced level of customers satisfaction.

- To provide easy accessibility to the customer for an immediate Grievance redressal.

- To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.

To be compliant to the provisions of the CODE OF CONDUCT FOR INTERMEDIARIES OF MUTUAL FUNDS (REVISED)

How to raise the grievance

The customer can raise grievances through the following modes:

- Phone Call: Call at 9811627282 to register the complaint

- Email: The subscriber may write to ranjanchandok@gmail.com

- Letter: Subscriber may also raise the grievance by writing us to the following address

Grievance Redressal officer

Ranjan Chandok

21 Charak Sadan, Vikaspuri

New Delhi - 110018

In case of any grievance or deficiency in services or in case of any mis-selling at the end of Ranjan Chandok or any of his representative/s, the matter should be reported in writing or through an email to ranjanchandok@gmail.com.

Our Customer Care team will send you an acknowledgement and will dedicatedly work to resolve the grievance in a quick and efficient manner.

We assure the grievance will be well looked into and be addressed on Top Priority within a period of 30 days.