

## **Redressal mechanism for Investor Grievance, if any.**

Once the customer registers his grievances either through email, company website, through Exchanges or SEBI or submits a physical copy of his grievance, it is recorded in the investor complain register and the higher authority is informed with the receipt of complaint. Email ([investors@btsec.co.in](mailto:investors@btsec.co.in)) is checked on daily basis at HO level.

The compliance officer is appointed as redressing authority. The redressal officer resolves the issues within fifteen days and a copy of resolution is sent to the client. The Board of Directors are also apprised of the resolution.

If the client is dissatisfied / disagreed with the solution offered by the redressal officer, he has a liberty to approach higher authority i.e Board of Director, who will look into the issues and final solutions are offered to the client.

For Bhogilal Trikamlal Sec. Pvt. Ltd.  
Director