



MLB COMMODITIES PVT. LTD.

CIN : U74899DL1997PTC087042 • SEBI Regn. No.: INZ000054839

MEMBER : MULTI COMMODITY EXCHANGE OF INDIA LTD. (MCX)

MEMBER : NATIONAL COMMODITY & DERIVATIVES EXCHANGE LTD. (NCDEX)

315, Pratap Chambers, Gurudwara Road, Karol Bagh, New Delhi-110005

Phone : 011-45060606, 28750354, 28750370, Fax : 011-28759898

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INVESTOR REDRESSAL GRIEVANCE MECHANISM

The Company believes that Investor service is a vital element for sustained business growth and for better corporate governance. The Company's policy is to treat and service all the investors consistently and fairly. The Company has laid down the appropriate Grievance Redressal Mechanism to resolve grievances / complaints arising in this regard. The Company endeavors to address all grievances / complaints, in a reasonable time and satisfactory manner. Investor queries and grievances / complaints constitute an important voice of Investor and thus a structured grievance redressal framework is important.

Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Company realizes that quick and effective handling and resolution of Investors' grievances is essential. This mechanism shall ensure that all grievances / complaints shall be heard and the response would be sent for such grievances / complaints within a reasonable period but not later than 30 days. The Investor Redressal Mechanism of the Company is based on the following principles:

- a) Investors are treated fairly at all times.
- b) Grievances / complaints raised by Investors are dealt with courtesy and in a timely manner.
- c) Queries and grievances / complaints are treated efficiently and fairly.
- d) The employees and management of the Company work in good faith and towards the interests of the Investors.

All the investor queries and grievances / complaints registered with the Company shall be reviewed, monitored and resolved to the satisfaction of the investors. The focus shall be to ensure all grievances are resolved in a timely basis and to the full satisfaction of the investors.

The Company has appointed Mr. Abhinav Bansal as a Compliance Officer who can be approached in case of any grievance/ complaint against the Company.

The steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

1. The Company has a designated email id i.e. info@mlbcapital.com for handling investor grievances on which investors can make a grievances / complaints. This e-mail ID is mentioned on the website of the Company.
2. Also, an Investor can make a written grievances / complaints marking it to the Compliance Officer at 315, Pratap Chambers, Gurudwara Road, Karol Bagh, New Delhi -110005.
3. The Compliance Officer checks the designated investor grievances e-mail ID on a daily basis to check whether any new grievances / complaints has been lodged.
4. All the investor grievances / complaints received through SEBI by online "SEBI Complaints Redress System" (SCORES) are checked daily and replied/resolved expeditiously.
5. The Compliance Officer gathers all information available on the grievance / complaint which are considered necessary for a proper investigation. He looks into all the necessary information and undertakes to resolve them as soon as possible.
6. The Board of Directors of the Company reviews the status of the grievances / complaints on a quarterly basis. The Company has devised an Escalation Process for clear understanding of the procedure for lodging grievances / complaints.

ESCALATION PROCESS

In case of any query/complaint, the Investors can write to

Compliance Officer
Mr. Abhinav Bansal
315, Pratap Chambers, Gurudwara Road,
Karol Bagh, Delhi-110005
Phone No: 011-45060600
Email Id: info@mlbcapital.com



If not satisfied with the response of the Compliance Officer, the Investors can write to

Director
Mr. Anand Saroop Bansal
315, Pratap Chambers, Gurudwara Road,
Karol Bagh, New Delhi-110005
Phone No: 011-45060600
Email Id: anandbansal@mlbcapital.com



If not satisfied with the response of the Director, the Investors can go to

NCDEX
Phn No.:022-66406789
Email at ig@ncdex.com

MCX
Phn No.:022-66406789
Email at grievance@mexindia.com



Investors can escalate their issues to SEBI (Securities and Exchange Board of India) and update their grievances / complaints on SCORES (SEBI Complaints Redress System). SCORES allows the investor to lodge his grievance / complaint online with SEBI and subsequently view its status at <http://scores.gov.in/>. For any feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800227575 / 18002667575.