

Grievance Redressal Mechanism

➤ **Clients / Customers -**

Clients can forward their grievances / complaints at the registered address / branch address of the Company. The Company has grievance redressal mechanism within the organization to resolve disputes with its clients. All grievances in respect of the Company's transactions in the market and in respect of this code will be addressed to the Back Office Incharge, who will be the nodal officer in respect of compliance with this code. All such complaints will be redressed within a month. Details of Nodal Officer is as under –

The Incharge Back Office

PNB Gilts Ltd.

Regd Office : 5, Sansad Marg, New Delhi – 110001

Email Id : backoffice@pnbgilts.com

Tel No. : 011-23325759/23325779

Fax No. : 011-23325751.

In case the grievance is not satisfactorily addressed, the same may be escalated to the Managing Director of the Company. If the complaint/dispute is not redressed within a period of one month, the customer may apply to "The General Manager, Reserve Bank of India, Department of Non Banking Supervision, 6, Sansad Marg, New Delhi – 110001".

➤ **Shareholders -**

The shareholders can post their queries and grievances at m.kochar@pnbgilts.com or you can contact Ms. Monika Kochar, Company Secretary and Compliance Officer at 011-23730538 for the same.