# Para 5(2) of Investor Charter

Complaint Resolution process at Depositories9

**Complaint Resolution process at Depositories**

No amicable resolution

Complaint lodged with DP through electronic mode or physical mode

Place before Grievance Redressal Committee (GRC)

Client not satisfied with GRC order

Client not satisfied with Arbitration award

-Refer to arbitration

-Arbitration in clients favour

-Refer to Appellate arbitration

-award in clients favour

Client not satisfied with Appellate award

U/s 34 before Court



**Investor Helpline Details of Depositories**