

**Citizen Charter of SHCIL Services Limited**  
**[CIN no. U65990MH1995GOI085602]**

**1. What we are**

SHCIL Services Ltd (SSL) wholly owned subsidiary of StockHolding Corporation of India Limited (SHCIL) and a SEBI registered Stock Broker, Research Analyst and Depository participants, member of BSE, NSE, and MCX. The Stock Broking services are offered to both retail investors and institutional clients. With the improved trading & operation platforms, your Company is actively looking to enhance the business through Alternate Channel Partners in the Retail space and Foreign Portfolio Investors in the Institutional space.

**2. Mission**

To be a world class technology driven and client focused market leader in financial services.

**3. Our Endeavor :**

- To provide a customized product mix offering through various online platforms to satisfy & maximize the customer needs for building, enduring and sustaining relationship.
- To act fairly and reasonably in all our dealings with customers.
- Dealings with customers rest on ethical principles of integrity and transparency by providing clear information about products and services.
- Ensuring and maintaining privacy and confidentiality of the Customer's data.

Details of SSL offerings are available on our website [//www.shcilservices.com/](http://www.shcilservices.com/).

**4. Application of the Charter**

**Disclaimer:** This is not a legal document and does not give rise to any rights and/or obligations. The purpose of this Charter is to promote fair practices with respect to the products and services offered/provided by SSL and /or its associates.

## **5. Business activities of SSL**

Your Company is in the business of Stock Broking and is a member of BSE- Cash, NSE-Cash, Derivatives, Currency Derivatives and MCX commodities segment. The Stock Broking services are offered to both retail investors and institutional clients. SSL is also registered Depository Participant of Central Depository Services India Limited (CDSL) and registered with SEBI as a Research Analyst.

SSL strives:

- To provide services in a professional, efficient, and courteous manner;
- Not to discriminate on the basis of religion, caste, sex, descent or any of them;
- To be fair and honest in advertisement and marketing of our Products;
- To attempt in good faith to resolve any disputes or differences with customers by setting up Grievances Redressal Cell within the organization;
- To comply with all the regulatory requirements in good faith.

## **6. Business activities of Subsidiary companies**

SSL does not have any subsidiary.

## **7. Our Customers / clientele**

Our customers consist of corporates and retail clients serviced by over 250 branches through authorized person and holding company Stock Holding Corporation of India Ltd on a pan India basis.

## **8. What we expect from our Customers**

- To be honest in declaration and submission of information, as and when required.
- To help comply with the stipulated regulatory requirements under Know Your Customer and Anti Money Laundering (AML) guidelines.
- To place grievances, if any, to Customer care email id and helplines.
- To provide valuable feedback on our services to enable us to continuously improve and embark upon new initiatives.

## **9. Code of Conduct**

SSL has a code of conduct for Directors and all the Employees based on the following fundamental principles:

- Compliance with all laws/rules/regulations laid down by Government / Regulatory agencies;
- Exercising due diligence in the performance of duties;
- Avoidance of conflict of interest between self-interests of Directors, Employees and interests of SSL.
- Fairness and transparency in dealing with matters relating to SSL;
- Avoid any act which will put reputation of SSL in jeopardy.

## 10. **Grievances Redressal System (GRS)**

SSL has provided for online registration of grievances through customer care email ids / helpline. Any anonymous complaints will however, not be entertained.

## 11. **Investor Grievance Mechanism:**

For any service related grievance of SSL, the investors are advised to approach the Customer care at email id [grievance@shcilservices.com](mailto:grievance@shcilservices.com) and/or helpline no. at 022- 61778600.

- a) For any grievance related to the shareholders of SSL, the investors are advised to approach the following Registrars (R & T A), by quoting their Folio No./DP & Client Id, for physical and demat holding respectively:-

M/s.Link Intime India Pvt. Ltd.,  
247 Park, C 101 1st Floor,LBS Marg, Vikhroli (W), Mumbai- 400083  
Phone: +91 22 49186000 Extn: 2469 | 7  
Fax: +91 22 49186060

The investors can also get in touch with the following Nodal Officer, at SSL:

Nodal Officer: Mr. Rajneesh Singh Company Secretary- SSL

Plot No P-51 TTC Industrial Estate,MIDC Mahape, Navi Mumbai 400710.

Email : [sslleagl@shcilservices.com](mailto:sslleagl@shcilservices.com)

Our Registered office address:

### **SHCIL Services limited**

Plot No P-51 TTC Industrial Estate,MIDC Mahape, Navi Mumbai 400710.

Website:[www.shcilservices.com](http://www.shcilservices.com)

Telephone: +91-22-61778662.