Grievance Redressal and Dispute Settlement Mechanism

In the event the Client has any grievance on the services standards or reporting that the Portfolio Manager has agreed to provide, then the Client shall contact the Portfolio Manager at info@nmrcapitaladvisors.com. The receipt of the email will be acknowledged within 2 working days. Further, the PMS team shall, within a period of 21 calendar days, address the grievance of the Client and write to the Client in the form of an Action Taken Report (ATR) stating the action taken, and where the grievance is of the nature that can be repetitive, the steps taken so that the grievance does not arise again.

In the event the Client is not satisfied with the resolution provided by the customer services team, the Client can contact the:

1. The compliance officer at compliance@nmrcapitaladvisors.com (1st escalation)
2. The principal officer at nishith@nmrcapitaladvisors.com (2nd escalation)

In case, the investor does not get a response from the Portfolio Manager, or is not satisfied with the response provided by the Portfolio Manager, he/she may approach SEBI to address complaints against the Portfolio Managers, registered with it. The complaint has to be filed in SEBI Complaints Redress System (SCORES) at https://scores.sebi.gov.in/ or via Smart Online Dispute Resolution portal at https://smartodr.in/login or via app https://play.google.com/store/apps/details?id=com.sebi&hl=en / https://apps.apple.com/in/app/sebiscores/id6478849917

In the event of a disagreement, dispute, difference, claim, or question whatsoever between the Client and the Portfolio Manager and/or their respective representatives, the same shall be submitted to and settled by a sole arbitrator under the provisions of the Arbitration and Conciliation Act, 1996. The sole arbitrator shall be appointed by the board of the Portfolio Manager, and the arbitration proceedings shall be held at Mumbai or such other place as the Portfolio Manager thinks fit. The rules of arbitration shall be as approved by the partners of the Portfolio Manager which shall be provided to the Client upon request. The expenses of the arbitration shall be shared by both Parties.