

Dolat Capital Market Private Limited (PMS Division)

Investor Grievance Redressal Mechanism

1. Reach Out to Dolat Capital Market Private Limited

Investors may seek clarifications or lodge complaints through any of the following channels:

Contact: [+91 89768 64296](tel:+918976864296)

Registered Office: 1401-1409, Dalal Street Commercial Co-op Soc Ltd, Block 53 (Bldg No.53E) Zone-5, Road-5E, Gift city, Gandhinagar – 382355, Gujarat, India.

Principal Place of business: A Wing - 1203, 12th Floor Naman Midtown Senapati Bapat Marg, Prabhadevi, Mumbai 400013, Maharashtra, India.

Email for Client Engagement: customerservice.pms@dolatcapital.com

Email for Client Grievance Redressal: grievances.pms@dolatcapital.com

2. Internal Grievance Redressal

Upon receipt of a complaint, Dolat Capital Market Private Limited shall acknowledge and examine the grievance and endeavour to resolve it promptly.

In case the investor does not receive a response within **7 business days**, or is not satisfied with the response received, the investor may escalate the matter to the **VP Client Engagement** at: sachik@dolatcapital.com.

If the investor remains dissatisfied with the response or does not receive a response within **7 business days**, the investor may further escalate the matter to the **Grievance Redressal Officer, Mr. Arush Chaturvedi**, at arushc@dolatcapital.com. The Grievance Redressal Officer shall endeavour to provide a response within **7 business days** of receipt of such escalation.

3. Lodging a Complaint with SEBI – SCORES 2.0

If the investor remains dissatisfied after exhausting the internal grievance redressal mechanism, a complaint may be lodged with the **SEBI Complaints Redress System (SCORES 2.0)**.

Website: <https://scores.sebi.gov.in>

Alternatively, investors may also write to any SEBI Office or contact SEBI's Toll-Free Helpline:

- **1800 266 7575**
- **1800 22 7575**

A complaint shall generally be lodged on SCORES within **one year** from the date of the cause of action, where:

- the investor has first approached Dolat Capital Market Private Limited for redressal;
- the complaint has been rejected; or
- no response has been received; or
- the investor is dissatisfied with the response or redressal provided.

Investors may also submit complaints directly to Dolat Capital Market Private Limited through the SCORES platform.

Dolat Capital Market Private Limited shall endeavour to resolve investor complaints within **21 calendar days** without intervention from SEBI. It is mandatory for investors to first approach the Portfolio Manager before escalating the matter through SCORES.

4. SCORES 2.0 Mobile Application

SCORES 2.0 is also available through the official mobile application via:

- Google Play Store or;
- Apple App Store

5. Complaint Review Facility

Where an investor is dissatisfied with the extent of grievance redressal provided by Dolat Capital Market Private Limited, a one-time **Complaint Review Facility** may be exercised through SCORES within **15 days** from the date of closure of the complaint.

Upon submission, the complaint shall be escalated to the supervisory official of the concerned SEBI dealing officer.

6. Online Dispute Resolution (ODR)

After exhausting the grievance redressal mechanism described above, if the investor remains dissatisfied, dispute resolution may be initiated through the **SEBI Online Dispute Resolution (ODR) Portal**.

Portal: <https://smartodr.in/login>

Alternatively, an investor may directly initiate proceedings through the ODR Portal where the grievance remains unresolved or at any stage permitted under the applicable SEBI framework.

Dispute resolution through the ODR Portal may be initiated only where the dispute:

- is not pending under the SCORES framework;
- is not pending before any court, tribunal, arbitral tribunal or consumer forum; and
- is otherwise arbitrable under applicable Indian law.