DISPUTE RESOLUTION PROCESS

Client to directly approach Portfolio Manager for redressal of Complaint

Portfolio Manager redress the complaint within 21 calendar days

Client satisfied with the redressal

Complaint stands DISPOSED OFF

Client not satisfied with redressal OR Client has received no communication from the Portfolio Manager within 21 calendar days

Client to lodge complaint on SEBI SCORES platform

Portfolio Manager redress the complaint and upload ATR on SCORES platform within 21 calendar days of receipt of the complaint

Portfolio Manager fails to upload ATR on SCORES platform within 21 calendar days of receipt of the complaint

Client satisfied with the redressal in ATR

Complaint pending on SCORES awaiting revert from Client for 15 days

Client not satisfied with ATR filed by PMS and indicates within 15 days

Complaint escalated to APMI for 1st Review

Complaint stands DISPOSED OFF

APMI sought clarification from PMS or/and complainant

APMI upload revised ATR on SCORES within 10 days

APMI fails to upload revised ATR within 10 days

Client satisfied with the redressal in revised ATR

Complaint pending on SCORES awaiting revert from Client for 15 days

Client not satisfied with ATR filed by PMS and indicates within 15 days

Complaint escalated to SEBI for 2nd Review

Complaint stands DISPOSED OFF

SEBI sought clarification from PMS, APMI or/and complainant

Client satisfied with the redressal

Client not satisfied with the redressal

SEBI review, dispose off complaint on SCORES platform with reasonable closure remarks

SEBI shall advice the client to opt for Online Dispute Resolution

Dispute will be referred to an ODR institute empaneled by a Market Infrastructure Institution

The ODR Institute that receives the reference of the compliant shall appoint a sole independent and neutral conciliator from its panel of conciliators

Client satisfied with the redressal

Client not satisfied with the redressal

Complaint stands DISPOSED OFF

Client and/or Portfolio Manager may pursue online arbitration

Arbitration- ODR Institute shall appoint a sole independent and neutral arbitrator from its panel of arbitrators within 5 calendar days of reference and receipt of fees, costs and applicable charges
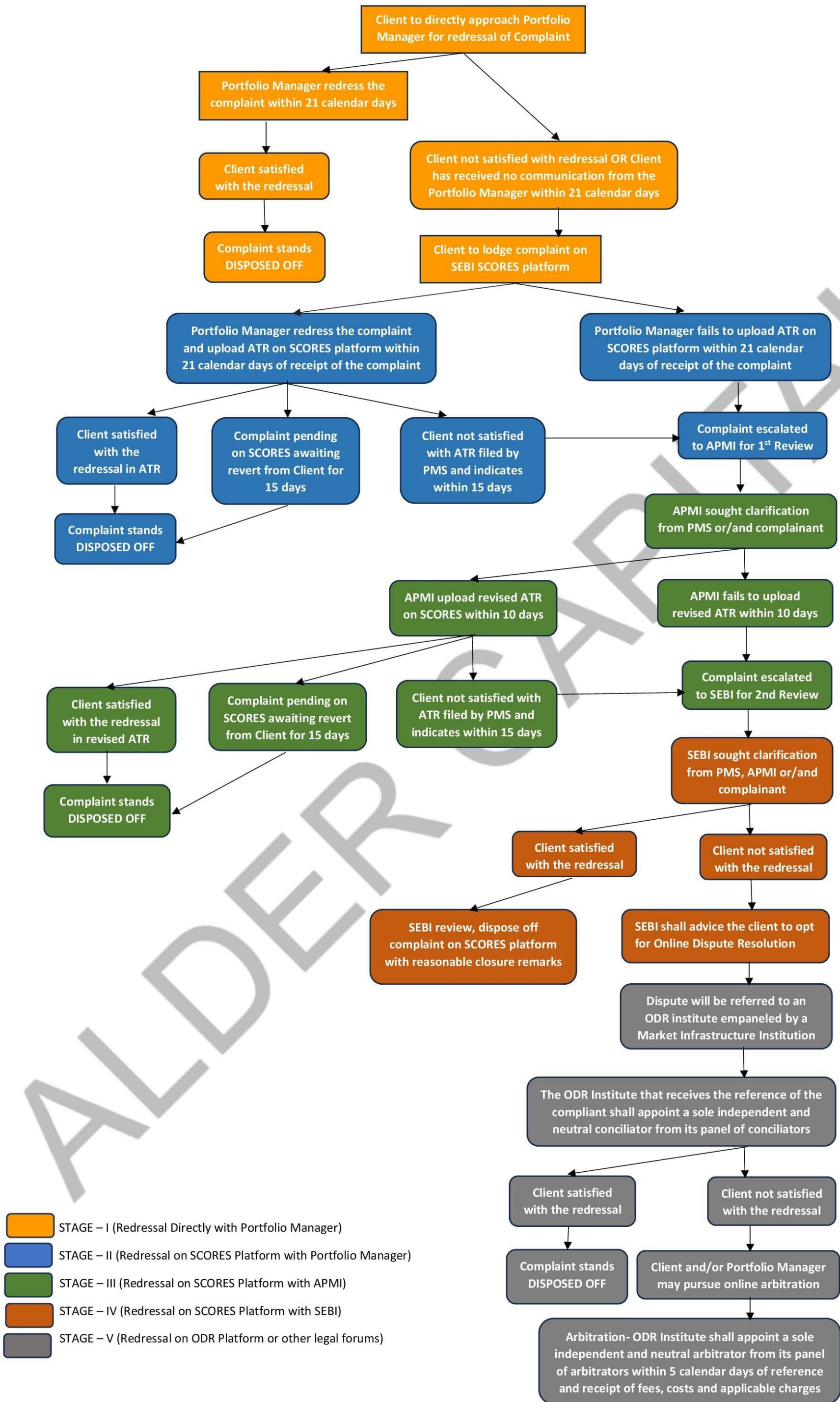
Legend

- ■ STAGE – I (Redressal Directly with Portfolio Manager)
- ■ STAGE – II (Redressal on SCORES Platform with Portfolio Manager)
- ■ STAGE – III (Redressal on SCORES Platform with APMI)
- ■ STAGE – IV (Redressal on SCORES Platform with SEBI)
- ■ STAGE – V (Redressal on ODR Platform or other legal forums)

NOTE: Client can approach the Online Dispute Resolution (ODR) mechanism or other appropriate civil remedies at any point of time. In case the client opts for Online Dispute Resolution (ODR) mechanism or other appropriate civil remedies while the complaint is pending on SCORES platform, then the complaint shall be treated as disposed on SCORES platform.