

Grievance Redressal Policy

A complaint can be directly lodged with the Investment Adviser (IA) in writing, orally or telephonically at any of the following:

Compliance Officer: Ms. Nishma Desai

Email: compliance@pravia.in

Phone: +91 9004139937

Address: 801 A-Wing 215 Atrium CTS No 215, Andheri Kurla Road, Andheri East, Chakala MIDC, Mumbai, Maharashtra- 400093

Principal Officer: Ms. Vaibhavi Shah

Email: info@pravia.in

Phone: +91 9004139937

Address: 801 A-Wing 215 Atrium CTS No 215, Andheri Kurla Road, Andheri East, Chakala MIDC, Mumbai, Maharashtra- 400093

Immediately on receipt of complaint, the IA will do the needful to review and redress the issues. The IA will make its best efforts to resolve the grievance of the client and also keep the record of the grievances received, grievances resolved & grievances unresolved for each month.

If not satisfied with the response of the Investment Adviser, the client can lodge the grievances with **The Securities and Exchange Board of India** ("SEBI") at <http://scores.gov.in> for resolution. For any queries, feedback, or assistance, please contact SEBI Office on Toll-Free Helpline at [1800 22 7575 / 1800 266 7575](tel:1800227575)

SEBI vide its Circular No. SEBI/HO/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 has introduced online resolution of disputes mechanism in the Indian Securities Market streamlining the existing dispute resolution mechanism by establishing a common **Online Dispute Resolution Portal ("ODR Portal")** which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

In pursuance of the above-mentioned circular, the Investment Adviser has registered itself on the **SMART ODR Portal** (Securities Market Approach for Resolution Through ODR Portal).

Grievance Redressal Mechanism & ODR Escalation Matrix

To ensure orderly dispute resolution, clients must adhere to the following tiered escalation process before accessing the Online Dispute Resolution (ODR) Portal:

- **Step 1: Direct Contact with Investment Adviser (Prerequisite)** The investor must first formally lodge a complaint with **Pravia Investment Advisors Private Limited ("Pravia")** to attempt a direct resolution. Grievances should be directed to the Compliance Officer, Grievance Redressal Officer, or Principal Officer using the contact details provided above.

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- **Step 2: SEBI SCORES (Escalation)** If the resolution provided by Pravia is unsatisfactory, the Client may escalate the matter by registering a complaint on the SEBI Complaints Redress System (**SCORES**) portal, following the prescribed procedure.
- **Step 3: ODR Portal (Final Adjudication)** If the grievance remains unresolved after exhausting the options above (Direct Contact and SCORES), the Client may initiate dispute resolution through the ODR Portal.
 - **Eligibility:** The ODR process is available only if the issue has been raised with the Company/SEBI SCORES first, and no complaint is pending before any court, tribunal, consumer forum, or arbitral authority.
 - **Process:** Under ODR Portal, the complaint will first be initiated through the Conciliation process. In case of non-resolution through the Conciliation process the matter can be referred for Arbitration. The entire process will be conducted in the online mode.
 - **Reference:** For more information on how to resolve disputes through ODR Portal kindly refer to the SEBI Circular. Online Dispute Resolution Portal (ODR): <https://smartodr.in/login>