



SEERS FUND MANAGEMENT PRIVATE LIMITED

CIN No.: **U67200DL2016PTC306263**

SEBI Registered Portfolio Manager: **INP000005398**

Email: info@seerspms.com

Mobile: **+91-9999646222**; Phone: **+91 120 4566171**

Regd. Office: **39, 1st Floor, Ishwar Colony, Delhi 110009**

Bus. Office: **812, Wave Silver Tower, Sector 18, NOIDA, UP 201301**

Grievance Redressal & Dispute Settlement Mechanism

Seers Fund Management Private Limited shall endeavor to address and settle all queries, complaints, and grievances arising out of service deficiencies during the Agreement's subsistence between the Portfolio Manager and the Client.

Seers Fund Management Private Limited has established a suitable mechanism for receiving and addressing customer complaints, specifically focusing on resolving them fairly and expeditiously.

For the timely and proper redressal of the Client's complaints and grievances, the Portfolio Manager has decided to treat all Investors' Grievances as a centralized function and handle them at the Corporate Level, by Mr. Jitender Sharma, Compliance Officer.

The Client can approach him at the following address:

Mr. Jitender Sharma,

Compliance Officer,

SEERS FUND MANAGEMENT PRIVATE LIMITED,

812, 8th Floor, Wave Silver Tower,

Sector 18, NOIDA 201301.

Tel: +91-120-4566172, +91 9999646222

Email address: compliance@seerspms.com

All the Investors' grievances (hard copy or soft copy) received by the Compliance Officer, as above, will be incorporated in the Register of Grievances.

All such grievances thus received and recorded should be addressed within ten working days from receipt of the grievance or complaint.

If the Client / Investor continues to be dissatisfied with any of the issues consequent to the Portfolio Management Services and the Agreement, both parties shall follow the mechanism stated below:

- a) All disputes, differences, claims, and questions whatsoever will, in the first place, be tried to be settled by mutual discussions.

- b) In the event of a failure to settle through mutual discussions between the Client, the Portfolio Manager, and their representatives, the matter shall be referred to a sole arbitrator (who shall be a person nominated by the Portfolio Manager). Such arbitration shall follow and be subject to the provisions of The Arbitration and Conciliation Act, 1996, or any Statutory modification or re-enactment thereof currently in force.
- c) The arbitration shall be held in Delhi and conducted in English.
- d) The Agreement with the Client shall be governed by, construed, and enforced per the laws of India, and all legal actions and proceedings are subject to the jurisdiction of the Court in Delhi only.
- e) The Portfolio Manager may appoint a new arbitrator in the event of the person so appointee's death, refusal, neglect, inability, or to act as arbitrator.
- f) The arbitral award shall be in writing and state the reasons it is based. The award shall be final and binding on the Parties.
- g) The award may include an award of costs, including reasonable attorneys' fees and disbursements.
- h) The Agreement shall always take effect as having been made, entered, and to be performed in Delhi. The Portfolio Manager and Client shall be deemed to have submitted to the exclusive jurisdiction of the competent courts/appropriate forums of Delhi regarding all matters relating to or arising out of the arbitration proceedings, including the Application for interim or interlocutory relief.
- i) Investors may also register/lodge complaints to SEBI through its online portal SCORES (SEBI COMPLAINTS REDRESS SYSTEM). The link to access SCORES is <http://scores.gov.in/>.
- j) Investors can also file complaints by clicking "Complaint Registration" under "Investor Corner." SCORES facilitates investors' lodgement of complaints online with SEBI and subsequently views their status.
- k) Seers Fund Management Private Limited shall endeavor to address and settle all queries, complaints, and grievances arising out of service deficiencies during the Agreement's subsistence between the Portfolio Manager and the Client.
- l) ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market".
- m) A common Online Dispute Resolution Portal ("ODR Portal") has been established, which harnesses conciliation and online arbitration to resolve disputes arising in the Indian Securities Market.
- n) ODR Portal can be accessed via the following link - <https://smartodr.in/>
- o) Investors can approach the Online Dispute Resolution mechanism or other appropriate civil remedies at any point of time. In case the complainant opts for the Online Dispute Resolution mechanism or other appropriate civil remedies while the complaint is pending on SCORES, the complaint shall be treated as disposed of on SCORES