

Grievance Redressal & Dispute Settlement Mechanism

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1 Our Commitment

Seers Fund Management Private Limited ("the Portfolio Manager") shall endeavour to address and settle all queries, complaints and grievances arising from any deficiency in service during the term of the Agreement between the Portfolio Manager and the Client.

The Portfolio Manager has established a mechanism for receiving and addressing client complaints, with a focus on resolving them fairly and expeditiously.

2 Grievance Redressal Officer

To ensure timely and proper redressal, all investor grievances are handled centrally at the corporate level by the Compliance Officer:

Name	Mr. Jitender Sharma, Compliance Officer
Address	Seers Fund Management Private Limited 812, 8th Floor, Wave Silver Tower Sector 18, Noida 201301
Telephone	+91 120 456 6172 / +91 99996 46222
Email	compliance@seerspms.com

3 How Grievances Are Handled

- Every grievance received by the Compliance Officer, whether in hard copy or soft copy, is recorded in the Register of Grievances.
- Each grievance is addressed within **ten (10) working days** of receipt.

4 Escalation to SEBI (SCORES)

If the Client is not satisfied with the resolution, they may lodge a complaint with SEBI through its online portal, **SCORES** (SEBI Complaints Redress System), at <https://scores.sebi.gov.in>. SCORES allows investors to file complaints online and track their status.

5 Online Dispute Resolution (ODR)

- Under 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", a common Online Dispute Resolution Portal ("ODR Portal") has been established. It uses conciliation and online arbitration to resolve disputes in the Indian securities market.
- The ODR Portal can be accessed at <https://smartodr.in>.

Investors may approach the ODR mechanism, or any other appropriate civil remedy, at any time. If the investor does so while a complaint is pending on SCORES, that complaint will be treated as disposed of on SCORES.

6 Dispute Settlement through Arbitration

If the Client remains dissatisfied with any matter arising from the Portfolio Management Services or the Agreement, the parties shall follow the mechanism below:

(a) Mutual discussion

All disputes, differences, claims and questions shall first be attempted to be settled through mutual discussion.

(b) Reference to arbitration

If mutual discussion between the Client, the Portfolio Manager and their representatives fails, the matter shall be referred to a sole arbitrator nominated by the Portfolio Manager. The arbitration shall be governed by the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment of it currently in force.

(c) Venue and language

The arbitration shall be held in Delhi and conducted in English.

(d) Substitute arbitrator

If the appointed arbitrator dies, refuses, neglects or is unable to act, the Portfolio Manager may appoint a new arbitrator.

(e) Award

The arbitral award shall be in writing, shall state the reasons on which it is based, and shall be final and binding on the parties. It may include costs, including reasonable attorneys' fees and disbursements.

7 Governing Law & Jurisdiction

- The Agreement shall be governed by, construed and enforced in accordance with the laws of India.
- The Agreement shall be deemed to have been made, entered into and performed in Delhi.
- The Portfolio Manager and the Client submit to the exclusive jurisdiction of the competent courts and appropriate forums in Delhi for all matters relating to or arising from the Agreement or the arbitration proceedings, including applications for interim or interlocutory relief.