



## **GRIEVANCE REDRESSAL MECHANISM**

- The Investors shall send mail at [cs@dhanvesttor.com](mailto:cs@dhanvesttor.com) for lodging their complaints directly with the Portfolio Manager.
- **SCORES** - In the event the Investor is not satisfied with the response provided by the Compliance Officer, he/she may approach SEBI to address complaints against the Portfolio Manager. The complaint has to be filed in SEBI SCORES at <https://scores.gov.in/scores/Welcome.html>
- **Online Dispute Resolution (ODR)** - If the grievance lodged is not satisfactorily resolved at the SEBI SCORES, then the Investor can directly initiate dispute resolution through the Online Dispute Resolution Portal (ODR) at <https://smartodr.in/login>

Link to the SEBI ODR Circular is appended below

[https://www.sebi.gov.in/legal/master-circulars/dec-2023/master-circular-for-online-resolution-of-disputes-in-the-indian-securities-market\\_80236.html](https://www.sebi.gov.in/legal/master-circulars/dec-2023/master-circular-for-online-resolution-of-disputes-in-the-indian-securities-market_80236.html)

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