

**INVESTOR GRIEVANCE**  
**REDRESSAL MECHANISM**

## INVESTOR GRIEVANCE REDRESSAL MECHANISM

### 1. Introduction

- 1.1 **Chiranjiv Capital Services Limited** (hereinafter referred to as “**Company**”) is an entity that will be registered with the Securities and Exchange Board of India (“**SEBI**”) under the SEBI (Merchant Bankers) Regulations, 1992.
- 1.2 This Investor Grievance Redressal Policy (“**Policy**”) is formulated in line with the Circular on the redressal of Investors’ grievances through the SEBI Complaints Redress System (SCORES) platform dated 20<sup>th</sup> September 2023 and Master Circular for Online Dispute Resolution platform in the Indian Securities Market dated 28<sup>th</sup> December 2023.

### 2. Purpose

- 2.1. Chiranjiv Capital Services Limited believes in delivering prompt and efficient services, effective handling of complaints and taking immediate corrective actions which is key to maintaining strong relationships and ensuring Investors satisfaction. Addressing Investors queries and complaints is a vital aspect of understanding their needs. This Policy outlines grievance handling by the Company through a structured grievance redressal framework.

### 3. Grievance Redressal Framework

#### 3.1. Level 1: Approaching Company Directly

- (a) An Investor can first raise their queries, grievances and complaints directly to the Compliance Officer of the Company at the below-mentioned designated email id and/or contact number:

| Email id                      | Contact Number |
|-------------------------------|----------------|
| Investor@chiranjivcapital.com | 9910613098     |

- (b) Once the Investors lodge a complaint on designated e-mail id, an e-mail consisting of ticket number along with acknowledgement of grievance received will be sent on his / her / its e-mail id for the grievance lodged .
- (c) The Investors can track the status of lodged grievance, by sending e-mail at designated e-mail ids as mentioned above with the ticket number provided by our team.
- (d) On receipt of the queries/ grievances our compliance team will investigate into the matter and will respond to the Investors over phone or through e-mail within 7 (seven) days from the date of receipt of such queries/ grievances.

- (e) On successful closure of Investor's complaint / query/ grievance, a closure / resolution email will be sent to the Investor. The Investor, in case being not satisfied with the resolution provided, may reopen the grievance with the same ticket number and on the same e-mails id as provided.
- (f) In all cases, the company shall endeavor to resolve or respond to the complaint with the requisite information within 21 calendar days from the date of complaint.

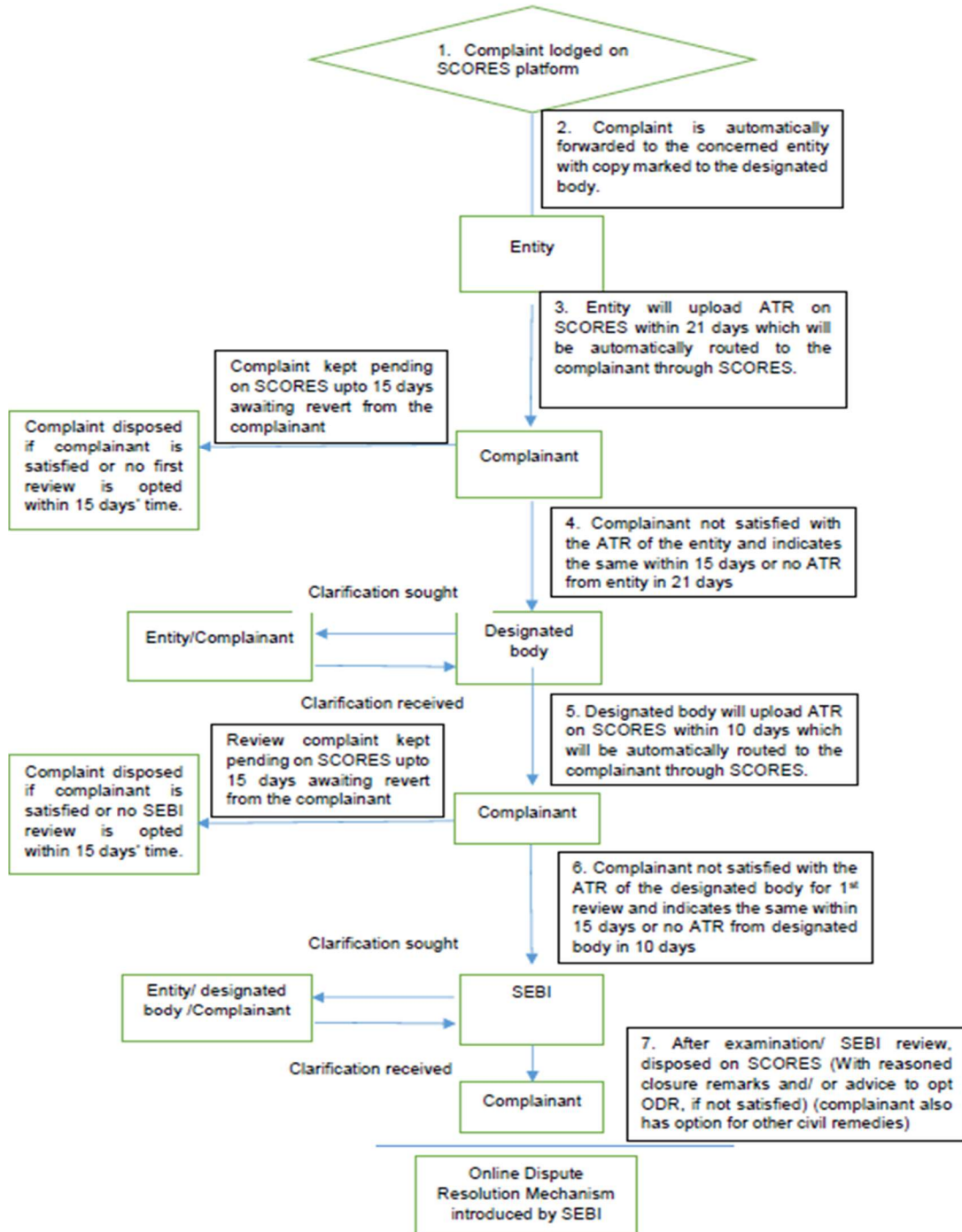
### **3.2 Level 2: Registration of Complaints through SCORES Platform (as mandated by SEBI):**

If the Investor's issue remains unresolved at Level 1 or if the Investors is not satisfied with the response provided at Level 1:

- (a) The Investors may register their complaint against the Company on the SCORES website ([www.scores.gov.in](http://www.scores.gov.in)) within a period of one year from the date of occurrence of the cause of action.
- (b) Upon receiving complaints through the SCORES platform, the Company shall upload an Action Taken Report ("ATR") on the SCORES platform within 21 (twenty-one) days of receipt of the relevant complaint from the Investor in question. During such period, the Investor will be kept duly informed of the status and actions taken.
- (c) Where: (i) the Investors is not satisfied with the resolution offered and ATR filed by the Company under sub-paragraph (b) above; or (ii) no ATR is filed by the Company within 21 (twenty-one) days of receipt of the complaint, the Investors may within 15 (fifteen) calendar days of the submission of ATR by the Company, opt for a review of the complaint by such Designated Bodies ("DB") as may be appointed by SEBI for this purpose ("First Review"). The Company shall fully cooperate with the DB for this purpose and provide all clarifications and information sought by the DB from the Company. Further, basis interaction with and recommendations by the DB, the Company shall in good faith undertake all reasonable measures to resolve the complaint / grievance of the Investors and file the revised ATR with the DB within the timeline specified by the DB in this regard and also provide any clarifications sought by the DB on this revised ATR. The DB submits the revised ATR to the complainant on SCORES within the timeline prescribed as per the SEBI Grievance Redressal circular.
- (d) Where the Investors is not satisfied with the proposed resolution of its complaint pursuant to the First Review or where the DB does not submit its ATR within 10 (ten) calendar days of initiation of the First Review, SEBI may take cognizance of the complaint and undertake a review of the same ("Second Review"). The Company shall fully cooperate with SEBI for this purpose and provide all clarifications and information sought by SEBI from the Company. Further, on the basis of interaction with and recommendations by SEBI, the Company shall in good faith undertake all reasonable measures to resolve the complaint / grievance of the Investors.

## Flowchart of How Complaints Will Be Handled Through SCORES

**Schedule III**  
(To SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023)



### 3.3 Level 3: Online Dispute Resolution Framework:

- (a) In cases where an Investor raises issues, which require adjudication on any third-party rights, on questions of law or fact or which is in the nature of a *lis* between parties, or if the Investors is not satisfied with disposal on SCORES post the Second Review, such Investors may seek appropriate remedies through the Online Dispute Resolution mechanism in securities market ("ODR"). In addition, the Investors shall have the option to approach legal forum including civil courts, consumer courts etc. Notwithstanding anything contained above, the Investors may initiate proceedings through the ODR mechanism or initiate civil remedies under law at any time, provided that any pending SCORES complaint shall be considered to have been disposed upon initiation of ODR or civil proceedings.
- (b) The Company may also initiate dispute resolution through the ODR Portal after having given due notice of at least 15 (fifteen) calendar days to the Investor for resolution of the dispute which has not been satisfactorily resolved between them.
- (c) The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration with the Company or SCORES platform or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the Company) or is against the Government of India / President of India or a State Government / Governor of a State . In case the Investor opts for ODR mechanism or other appropriate civil remedies while the complaint is pending on SCORES, the complaint shall be treated as disposed on SCORES.
- (d) The dispute resolution through the ODR Portal can be initiated within the applicable law of limitation (reckoned from the date when the issue arose / occurred that has resulted in the complaint / date of the last transaction or the date of disputed transaction, whichever is later).

## 4. Review of the Policy

- 4.1 This Policy will be reviewed periodically by the governing body of the Company in light of the changes in regulatory framework or for business or operational reasons.
- 4.2 Any change in the Policy shall be made in writing and shall be hosted on the Company's website.

For **Chiranjiv Capital Services Limited**

For CHIRANJIV CAPITAL SERVICES LIMITED

  
Sumit Bajaj Director

Director

DIN : 10815454

CHIRANJIV CAPITAL SERVICES LIMITED

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