

## **INVESTOR GRIEVANCE REDRESSAL MECHANISM UNDER PORTFOLIO MANAGEMENT SERVICES**

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by them. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

1. Clients can seek clarification to their query / submit their complaint directly with us either in writing, orally or telephonically or through SCORES portal. An email may be sent to us on [info@greenportfolio.co](mailto:info@greenportfolio.co) / [cs@greenportfolio.co](mailto:cs@greenportfolio.co). Alternatively, the Investor may call on +91 8779518116. The client can expect a resolution within 21 calendar days of approaching us. An Action Taken Report (ATR) will also be sent to the Complainant only in cases where the Complaint is lodged on the SCORES portal.
2. In case, the client is not satisfied with our response then the client can request for 1st review of the resolution provided by us within 15 calendar days from the date of the resolution with SEBI at <http://scores.gov.in> / date of the ATR. The complainant in the event of being dissatisfied shall give reasons for not being satisfied and provide clear reasons for review at any stage.
3. The Designated Body, in this case Association of Portfolio Managers in India (hereinafter referred to as "APMI") will take cognizance of the Complaint for first review of the resolution through SCORES with us and will subsequently upload the Action Taken Report (ATR) on SCORES within 10 days of the Complaint.
4. In case the Client is not satisfied with the ATR of the APMI or you have not received any ATR within 10 days then you can seek a second review of the complaint from SEBI through SCORES within 15 calendar days from the date of submission of the ATR by the APMI.
5. The second review Complaint shall be treated as 'resolved' or 'disposed' or 'closed' only when SEBI 'disposes' or 'closes' the Complaint in SCORES.
6. SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link:  
For Android users: <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>  
For Apple users: <https://apps.apple.com/in/app/sebiscores/id1493257302>
7. DDR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/DIAE/DIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market".
8. A common Online Dispute Resolution Portal ("DDR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. DDR Portal can be accessed via the following link - <https://smartodr.in/>
9. Investors can approach the Online Dispute Resolution mechanism or other appropriate civil remedies at any point of time. In case the complainant opts for Online Dispute Resolution mechanism or other appropriate civil remedies while the complaint is pending on SCORES, the complaint shall be treated as disposed on SCORES.

**The flow of process post registration of complaint on SCORES portal is as follows:**

