

### **INVESTOR GRIEVANCE REDRESSAL MECHANISM**

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 and are further entitled to make a complaint in writing, orally or telephonically. 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 9968937100. The client can expect a reply within 10 business days of approaching us.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:  
"7/7, Ground Floor, Ansari Road Daryaganj New Delhi Central New Delhi DL 110002 IN"
3. Clients can write to the Compliance Officer and Company Secretary of the Portfolio Manager at [cs@greenportfolio.co](mailto:cs@greenportfolio.co) if the Investor does not receive a response within 10 business days of writing as stated aforesaid.
4. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI.
5. SCORES may be accessed thorough 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/sebiscopes/id1493257302>
6. 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".
7. A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>