



## **REDRESSAL OF CLIENT GRIEVANCES FOR PORTFOLIO MANAGEMENT SERVICES AND ALTERNATIVE INVESTMENT FUND**

A complaint shall first be directly lodged for Portfolio Management Services (SEBI PMS registration no. INP000001223) and Alternative Investment services (Karma Capital India Fund (Cat III): IN/AIF3/18-19/0598) (collectively “Karma Capital”) in writing, orally or telephonically at any of the following:

- **Name of Compliance Officer:** Mr. Shardul Vikram Singh. Contact: +91 22 62327200, [complianceofficer@karmacapital.co.in](mailto:complianceofficer@karmacapital.co.in)
- **Name of Grievance Redressal Officer:** Mr. Shardul Vikram Singh.

Address: Floor 12U, Suite 1, Remi Commercio, Off Veera Desai Road, Andheri (West), Mumbai, Maharashtra, 400053;  
Email-id: [complianceofficer@karmacapital.co.in](mailto:complianceofficer@karmacapital.co.in)  
Tel. No.: +91 22 62327200;

- **SEBI Corresponding Head Office Address**– SEBI Bhavan, C-4 A, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400051.
- **SCORES Link:** SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below links:
  - [SCORES Website](#)
  - Download App: [Google Play Store](#) / [Apple App Store](#) (Or) Search for “SEBI SCORES” in Google Play Store / Apple App Store

Any Dispute shall be redressed by the Karma Capital within 21 (Twenty-one) calendar days from the date of receipt of the complaint.

Alternatively, investor may also use SCORES (<https://scores.sebi.gov.in/>) to submit the complaint or grievance directly to the Karma Capital for resolution.

The Karma Capital shall endeavour to redress the investor complaint(s) within 30 days without any intervention of SEBI, failing which the complaint shall be registered on SCORES. It is mandatory for the investor having a grievance to take up the matter directly with Karma Capital.

If investor(s) are not satisfied with the response from the Karma Capital, they can lodge their grievances with SEBI at <https://scores.sebi.gov.in/> or to SEBI office. The complaint shall be lodged on SCORES within one year from the date of cause of action, where:

- The complainant has approached the Karma Capital, for redressal of the complaint and, Karma Capital has rejected the complaint or,
- The complainant has not received any communication from Karma Capital or,
- The complainant is not satisfied with the reply received or the redressal action taken by Karma Capital.

If the investor is not satisfied with the extent of redressal of grievance by the Karma Capital, there is a one-time option for 'review' of the extent of the redressal, which can be exercised within 15 days from the date of closure of the complaint on SCORES.

After exhausting all the aforementioned options for resolution, if the investor(s) is still not satisfied, they can initiate dispute resolution through the Online Dispute Resolution Portal ('ODR Portal') at <https://smartodr.in/login>.

Alternatively, the client(s) can also directly initiate dispute resolution through the ODR Portal if the grievance lodged with the Karma Capital is not satisfactorily resolved at any stage of the subsequent escalations mentioned above.

The process on Online Dispute Resolution Mechanism is available at <https://karmacapital.co.in/> under the head statutory information.

In case of any query or grievance, client shall contact through following medium:

- Email-id: [complianceofficer@karmacapital.co.in](mailto:complianceofficer@karmacapital.co.in)
- No.: +91 22 62327200