

Munagapati Hemambara Srinivasa Nagaraju

Registered Investment Adviser with SEBI

Reg No. INA000017435

Flat No. 402, Kailashmath Arcade, Kavuri hills, Opposite HDFC Bank Lane, Madhapur, Hyderabad, 500081

Mobile :9686821758

Investor Grievance Redressal Policy

1. OBJECTIVE

To ensure a smooth and efficient system to deliver the best and most honest service to the client by ensure quick and effective resolution of client complainants

This policy document is to enable to put in place an effective and suitable mechanism for receiving and addressing complaints from investors with specific emphasis on resolving such complaints fairly and expeditiously. Objective of this policy document is to ensure that:

- Issues raised by investors are dealt with courtesy and are resolved on time.
- The Adviser will treat all the complaints efficiently and fairly without any bias.

Complaint or grievance is “An expression of dissatisfaction made by the Investor related to the services of the Adviser in respect of the any of the transaction undertaken by Adviser in its capacity as an Investment Advisor. This however needs to be differentiated from matters like from general feedback, enquiry, etc. Client/ Customer: shall mean client/ customer of with valid contract/letter of engagement of the client .Redressal: can be defined as a process or action resulting in giving solution to the problem faced by an Investor Investor Grievance Redressal Policy

2. GUIDING PRINCIPLES

- Transparency: The “Investor” to be provided with information regarding the channels to convey and resolve their issues. In addition, if the resolution is expected to take longer time, same should be communicated to the Investor.
- Accessibility: The Company will enable the Investors to communicate their complaints/issues and avail redressal services through multiple channels.
- Escalation: Information on the process of escalation of complaints to higher level in case the Investor is not satisfied with the resolution provided by the current person handling the same.

3. GRIEVANCE REDRESSAL POLICY

-Registration of Complaints The various channels available to Investors for registering the complaints are as follows:

- E-Mail : Investors can log their complaint or escalate the investor grievance to an email id titled nagaraj.Munagapati@gmail.com
- Phone numbers of the Adviser : 9686821758

-Resolution of Complaints :All complaints received shall be recorded internally including how the same has been resolved ,time for Response, general Turn Around Time (TAT) for response to complaint is (from the receipt of the valid complaint in writing/email) and not more than as follows

- Investment Advisory related – 2 weeks from date of complaint
- Legal notices – 30 working days
- Cases involving third party- 30 working days
- Fraud related – 45 working days
- All other cases- 30 working days
- Scores related- as specified by the regulator from time to time Note: The above TAT can change depending upon the nature and complexity of complaint

2. Escalation of Complaints

Step 1:

SEBI Complaints Redress System (SCORES)- SEBI maintains SCORES which is a web based centralized grievance redressal system of SEBI. Investors can lodge their grievances / complaints through the SCORES link available on the SEBI website. SCORES enables investors to lodge and follow up their complaints and track the status of redressal of such complaints online from the above website from anywhere. Investors can also lodge grievances / complaints in physical form at any of the offices of SEBI. Such grievances complaints would be scanned and uploaded in SCORES for processing .

In case, investor is not satisfied with my response, he /she can lodge his / her grievances with SEBI at website for SEBI Complaints Redress System (SCORES) <http://scores.gov.in> or he / she may also write to any of the offices of SEBI. For any queries, feedback, or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

Investor may also note the following SEBI regional / local office address:

SEBI Office Add: Plot no C 4A. G Block, Near Bank of India, BKC, Mumbai 400051

Dear Investor,

The complaint shall be lodged on SCORES within one (1) year from the date of cause of action, where:

- The complainant has approached M H S Nagaraju, for redressal of the complaint and M H S Nagaraju has rejected the complaint OR,
- The complainant has not received any communication from M H S Nagaraju OR,
- The complainant is not satisfied with the reply received or the redressal action taken by M H S Nagaraju.

If the Investor is not satisfied with the extent of redressal of grievance by M H S Nagaraju, there is a one-time option for 'review' of the extent of the redressal, which can be exercised within 15 (fifteen) days from the date of closure of the complaint on SCORES.

Step 2:

After exhausting these options for resolution of the grievance, if the Investor is still not satisfied with the outcome, he/ she/ they can initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>. The investor(s) can also directly initiate dispute resolution through the ODR Portal if the grievance lodged with M H S Nagaraju is not satisfactorily resolved at any stage of the subsequent escalations mentioned above. Further, the dispute resolution through the ODR Portal can be initiated when the complaint/ dispute is not under consideration

- In terms of the paragraph steps given above
- 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 Market Participant).

Alternatively, the Investor can directly initiate dispute resolution through the ODR Portal, if the grievance lodged with M H S Nagaraju is not satisfactorily resolved or at any stage of the subsequent escalations mentioned above.

The link to the SEBI Master Circular and the ODR portal is available on our website

<https://nagmunagapati.com/contact-us>