

## Grievance Redressal Mechanism

- a. If the client is not satisfied and would like to lodge a complaint against the services of the Portfolio Manager or would like to share feedback, the client can get in touch with the Principal Officer.

Email id: [aastha@vspartans.in](mailto:aastha@vspartans.in)

Phone no: +91 9422104583

- b. If the client is not satisfied with the response of the Principal Officer, the client can get in touch with the Compliance Officer of the company. The complaint will be resolved within a period of 21 days on a best effort basis. The following are the details:

### **Vspartans Consultants Private Limited**

Address: 346 Basement, Sector 38, Gurgaon, Haryana, India, 122001,

*Contact Person: Ms. Nishi Singhal [Compliance Officer]*

*Contact number: +91 8130811911*

*Email: [pmssupport@vspartans.in](mailto:pmssupport@vspartans.in)*

- c. In case the client is still not satisfied by a response or action taken by Portfolio Manager or if the complaint is not resolved within a period of 21 days, the client can refer such complaint to the regulator, the Securities Exchange Board of India (SEBI).

**SEBI address:** Plot no C4-A 'G' Block Bandra Kurla Complex Bandra (E) Mumbai 400051.

The client may approach SEBI via their online grievance redressal platform at <http://scores.sebi.gov.in/>

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- d. After exhausting the above options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, they can initiate dispute resolution through the ODR Portal. For more details about the ODR mechanism, fees, timelines etc., you may read the master circular released by SEBI titled: "Online Resolution of Disputes in the Indian Securities Market" available at the following link: [https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)
  - e. Any dispute or difference, including but not limiting to disputes regarding fees and charges arising between the client and the Portfolio Manager shall, to the extent possible be resolved amicably
  - f. In the event of failure to settle the disputes amicably between the client and the Portfolio Manager, the dispute shall be referred to arbitration.
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