

## INVESTOR SERVICES

### **i. Name, Address and Telephone Number of the Investor Relation Officer, who shall attend to the investor queries and complaints.**

Name : Chetan Yadav  
Address : 217 Tulsiani Chambers, 2nd Floor, Nariman Point,  
Mumbai - 400 021  
Telephone : 022-4355 3000  
Fax : 022-4355 3030  
Email : [compliance@envisioncapital.in](mailto:compliance@envisioncapital.in)

### **ii. Grievance Redressal and dispute settlement mechanism**

In the event the investor has any grievance on the services standards or reporting that the Portfolio Manager has agreed to provide, then the investor shall write to the Compliance Officer of the Portfolio Manager at the address specified below, or write by email to [compliance@envisioncapital.in](mailto:compliance@envisioncapital.in) . The Compliance Officer shall acknowledge the receipt of email within 2 working days. Further, the Compliance Officer shall within a period of 15 working days address the grievance of the Client and write to the Client in the form of an Action Taken Report (ATR) stating the action taken, and where the grievance is of the nature that can be repetitive, the steps taken so that the grievance does not arise again.

Where the Client is not satisfied with the ATR of the Compliance Officer, then the client shall write to the Principal Officer of the Portfolio Manager either at the address specified below or write by email to [vidhi.buch@envisioncapital.in](mailto:vidhi.buch@envisioncapital.in) . The timelines specified for the Compliance Officer relating to acknowledge and the timelines for writing to the Client in the form of an ATR shall be applicable to the Principal Officer also.

In the even the investors does not get a response from the Portfolio Manager, or not satisfied with the response provided by the Portfolio Manager, he/she may approach SEBI to address complaints against the Portfolio Managers, registered with it. The complaint has to be filed in SEBI Complaints Redress System (SCORES) at <https://scores.gov.in/scores/Welcome.html> .

All disputes, differences, claims and questions whatsoever arising from (i) the Agreement between the Investor and the Portfolio Manager and (ii) the services to be rendered by the Portfolio Manager and / or their respective representatives shall be attempted to be resolved by discussions between the parties and amicable settlement. In case the disputes remain unsettled, the same shall be referred to a sole arbitrator and such arbitration shall be in accordance with and subject to the provisions of The Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof for the time being in force. Such Arbitration proceedings shall be held at Mumbai.

**Data for the month ending–March 2024**

Sr. No.	Received from	Pending at the End of last month	Received	Resolved*	Total Pending#	Pending complaints > 3months	Average Resolution time^ (in days)
1	Directly from Investors	-	-	-	-	-	-
2	SEBI (SCORES)	-	-	-	-	-	-
3	Other Sources (if any)	-	-	-	-	-	-
	<b>Grand Total</b>	-	-	-	-	-	-

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

**Trend of monthly disposal of complaints**

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	April, 2023	-	-	-	-
2	May, 2023	-	-	-	-
3	June, 2023	-	-	-	-
4	July, 2023	-	-	-	-
5	August, 2023	-	-	-	-
6	September, 2023	-	-	-	-
7	October, 2023	-	-	-	-
8	November, 2023	-	-	-	-
9	December, 2023	-	-	-	-
10	January, 2024	-	-	-	-
11	February, 2024	-	-	-	-
12	March, 2024	-	-	-	-
	<b>Grand Total</b>	-	-	-	-

\*Inclusive of complaints of previous months resolved in the current month.

#Inclusive of complaints pending as on the last day of the month.

## Trend of annual disposal of complaints

SN	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2018-19	-	-	-	-
2	2019-20	-	-	-	-
3	2020-21	-	-	-	-
4	2021-22	-	-	-	-
5	2022-23	-	-	-	-
6	2023-24	-	-	-	-
	<b>Grand Total</b>	-	-	-	-

\*\* Inclusive of complaints of previous years resolved in the current year. ##

Inclusive of complaints pending as on the last day of the year.

## Screenshot

The screenshot displays the SEBI Entity Dashboard for ENVISION CAPITAL SERVICES PVT.LTD. The dashboard includes a sidebar with navigation options and a main area with six key performance indicators (KPIs) for complaints.

Metric	Value
Total Complaints Received	0
Total Complaints Disposed	0
Pending Complaints	0
Number Of Complaints Awaiting Review	0
Pending Review Complaints	0
Pending Appeals	0

Additional dashboard elements include a sidebar menu with options like 'Dashboard', 'Pending Auto Assigned Complaints', 'Pending First Level Review', 'Pending SEBI Review Complaints', 'CPGRAMS Appeals', 'CPGRAMS Complaints', 'Reports', and 'My Profile'. A notification at the bottom left states 'Last Successful Login on Monday, April 01, 2024, 06:12 AM'. The top navigation bar includes links for Home, FAQs, Entity Details, Dashboard, Contact Us, and Toll Free Number.