

Equinomics Research Private Limited

SEBI Registered Research Analyst

REG. NO. INH000007863.

CIN: U67190MH2014PTC252252

Registered Office: 307, Atlanta Estate, Dr. Ambedkar Chowk (Off Western Express Highway) Goregaon East,
Mumbai - 400063.

Investor Grievance Policy

Sr No	Table of Contents	Page No
1	Objectives	2
2	Scope	2
3	Types of Complaints that will not be dealt with through scores	2
4	Redressal of Investor Grievance	3
5	Annexure 1	4
6	Annexure 2	5

Equinomics Research Private Limited

SEBI Registered Research Analyst

REG. NO. INH000007863.

CIN: U67190MH2014PTC252252

Registered Office: 307, Atlanta Estate, Dr. Ambedkar Chowk (Off Western Express Highway) Goregaon East, Mumbai - 400063.

1. Objective:

The objective of the Policy is to address the grievances of the clients received through SCORES effectively & timely and ensure that clients are satisfied with the services rendered by **Equinomics Research Private Limited (Equinomics)** as a registered market intermediary.

2. Scope:

The Policy sets out the kind of grievances that will be addressed by **Equinomics Research Private Limited** as a registered market intermediary and the process of filling the complaints.

Investors shall first communicate their grievance(s) for redressal with Equinomics Research Private Limited as a registered market intermediary by addressing such communication to the designated **Investor Grievance e-mail ID viz.:basrai.qusai@equinomics.co.in** and Phone no. **9820809436 / +91-22-35246409**. Equinomics will strive to redress the grievance received through **SCORES** immediately, but not later than 21 days of the receipt of the grievance.

Investors who wish to lodge a complaint on **SCORES ('Complainant')** are required to register themselves on www.scores.gov.in by clicking on "Register here" under the "Investor Corner". While filing the registration form, details like Name of the investor, Permanent Account Number (PAN), contact details, email id, are required to be provided for effective communication and speedy redressal of the grievances. Upon successful registration, a unique user id and a password shall be generated and communicated through an acknowledgement email to the complainant.

In order to enhance ease, speed and accuracy in the redressal of grievance, the investor may lodge the Complaint against Equinomics on **SCORES** within a period of one year from the date of occurrence of the cause of action, where:

- The Complainant has approached Equinomics for redressal of the complaint and Equinomics has rejected the complaint or the Complainant has not received any communication from Equinomics;
OR
- The Complainant is not satisfied with the reply received or the redressal by Equinomics.

If any complaint filed on **SCORES** is beyond the limitation period specified above, SEBI may reject such complaint.

3 The following types of complaints shall not be dealt with through SCORES:

- Complaints against companies which are unlisted/delisted and companies on Dissemination Board of Stock Exchanges (except complaints on valuation of securities).
- Complaints relating to cases pending in a court or subject matter of quasi-judicial proceedings, matters pending with Online Dispute Resolution of SEBI etc.
- Complaints falling under the purview of other regulatory bodies such as Reserve Bank of India, (RBI), Insurance Regulatory and Development Authority of India (IRDAI), Pension Fund Regulatory and Development Authority of India (PFRDAI), Competition Commission of India (CCI), or complaints falling under the purview of other ministries.
- Complaints against a company under resolution under the relevant provisions of the Insolvency and Bankruptcy Code, 2016 (IBC).
- Complaints against the companies where the name of company is struck off from Register of Companies (RoC) or a vanishing company as published by MCA.
- Liquidated companies or companies under liquidation.
- Complaints which are in the nature of market intelligence i.e., information given to SEBI regarding violation of any of the provisions of the securities laws.

The Complainant in the event of being dissatisfied shall give reasons for not being satisfied with the Action Taken Report ('ATR') and provide clear reasons for review at any stage.

Equinomics Research Private Limited

SEBI Registered Research Analyst

REG. NO. INH000007863.

CIN: U67190MH2014PTC252252

Registered Office: 307, Atlanta Estate, Dr. Ambedkar Chowk (Off Western Express Highway) Goregaon East, Mumbai - 400063.

SCORES shall only be a facilitative platform for investors to get redressal of their grievances from Equinomics.

In cases where investors raise issues, which require adjudication on any third party rights, on questions of law or fact or which is in the nature of a lisbetween parties, or if investors are not satisfied with disposal on SCORES post SEBI review, they shall seek appropriate remedies through the Online Dispute Resolution mechanism in securities market. In addition, investors have the option to approach legal forums including civil courts, consumer courts etc.

Investors can approach the Online Dispute Resolution mechanism or other appropriate civil remedies at any point of time. In case the complainant opts for Online Dispute Resolution mechanism or other appropriate civil remedies while the Complaint is pending on SCORES, the complaint shall be treated as disposed on SCORES.

4. Redressal of investor grievances

In case of any grievance against, please contact at the designated Investor Grievance e-mail ID viz: **basrai.qusai@equinomics.co.in** and Phone no. **9820809436 / +91-22-35246409**. Equinomics will strive to redress the grievance received through SCORES immediately, but not later than 21 days of the receipt of the grievance. Please note the contact details of Equinomics compliance officer as follows:

Compliance officer details: Mr. Qusai Basrai **Tel No** 9820809436 / +91-22-35246409

The contact details of CEO of Equinomics are as follows:

CEO details: Mr. G Chokkalingam **Tel No** 9820809436 / +91-22-35246409

Please provide supporting documents to your claim and retain a copy for your records.

The complaint lodged on SCORES shall be automatically forwarded to **Equinomics** for resolution and submission of ATR. The ATR of the complaint will be automatically routed to the Complainant.

The complaint shall also be automatically routed to the applicable Designated Body (please refer to annexure-1). The applicable Designated Body will ensure that **Equinomics** will submit the ATR within the stipulated time of 21 calendar days.

SEBI may concurrently monitor the grievance redressal process.

First review of the Complaint:

- In case Complainant is satisfied with the resolution provided by **Equinomics** vide the ATR or Complainant does not choose to review the Complaint, the Complaint shall be disposed on SCORES. However, if the Complainant is not satisfied, the Complainant may request for a review of the resolution provided **by Equinomics** within 15 calendar days from the date of the ATR.
- In case the Complainant has requested for a review of the resolution provided by Equinomics or the company has not submitted the ATR within the stipulated time of 21 calendar days, the applicable Designated Body shall take cognizance of the Complaint for first review of the resolution through SCORES. The applicable Designated Body shall take up the first review with Equinomics, wherever required. Equinomics shall submit the ATR to the applicable Designated Body within the time stipulated by the applicable Designated Body.
- The applicable Designated Body may seek clarification on the ATR submitted by Equinomics for the first review. Equinomics shall provide clarification to the respective Designated Body, wherever sought and within such timeline, as the applicable Designated Body may stipulate. The applicable Designated Body shall stipulate the timeline in such as manner to ensure that the applicable Designated Body submits the revised ATR to the complainant on SCORES within 10 calendar days of the review sought.
- The Designated Bodies shall be responsible for:
 - Monitoring and handling grievance redressal of investors against Equinomics.

Taking non-enforcement actions including issuing advisories, caution letters for non-redressal of investor grievances and referring to SEBI for enforcement actions.

Equinomics Research Private Limited

SEBI Registered Research Analyst

REG. NO. INH000007863.

CIN: U67190MH2014PTC252252

Registered Office: 307, Atlanta Estate, Dr. Ambedkar Chowk (Off Western Express Highway) Goregaon East, Mumbai - 400063.

Second Review of the Complaint:

The Complainant may seek a second review of the Complaint within 15 calendar days from the date of the submission of the ATR by the applicable Designated Body. In case the complainant is satisfied with the ATR provided by the concerned Designated Body or complainant does not choose to review

- The Complaint within the period of 15 calendar days, the Complaint shall be disposed on SCORES.
- In case the complainant is not satisfied with the ATR provided by the applicable Designated Body or the concerned Designated Body has not submitted the ATR within 10 calendar days, SEBI may take cognizance of the Complaint for second review through SCORES.
- SEBI may take up the review with stakeholders involved, including Equinomics or/and Designated Body. Equinomics or/and Designated Body shall take immediate action on receipt of second review complaint from SEBI and submit revised ATR to SEBI through SCORES, within the timeline specified by SEBI.
- SEBI or the Designated Body (as the case may be) may seek clarification on the ATR submitted by Equinomics for SEBI review complaint. Equinomics shall provide clarification to the respective Designated Body and/or SEBI, wherever sought and within such timeline as specified. The second review Complaint shall be treated as 'resolved' or 'disposed' or 'closed' only when SEBI 'disposes' or 'closes' the Complaint in SCORES. Hence, mere filing of ATR with respect to SEBI review complaint will not mean that the SEBI review complaint is disposed.

Online Resolution of Disputes in the Indian Securities Market: -

The existing dispute resolution mechanism in the Indian securities market has been streamlined through the common Online Dispute Resolution Portal ("ODR Portal").

A client/investor shall first take up their grievance with the Market Participant by lodging a complaint directly with the concerned Market Participant. If the grievance is not redressed satisfactorily, the client may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal. After exhausting all available options for resolution of the grievance, if the client is still not satisfied with the outcome, they can initiate dispute resolution through the ODR Portal. Disputes between clients and any of the specified intermediaries / regulated entities arising out of the latter's activities will be resolved in accordance with the ODR guidelines and by harnessing online conciliation and / or online arbitration as specified by SEBI

A SEBI Online Dispute Resolution Guidelines and link to the ODR Portal displayed on Equinomics webpage:- www.equinomics.co.in

Annexure -1:- Designated Body:

Sr No.	Intermediary	Name of Designated Body
1.	Research Analyst (RA)	BSE Ltd(Bombay Stock Exchange Ltd) SEBI (Securities and Exchange Board of India)

Annexure-2:- Pictorial representation of process of investor grievance mechanism On Next Page

Equinomics Research Private Limited

SEBI Registered Research Analyst

REG. NO. INH000007863.

CIN: U67190MH2014PTC252252

Registered Office: 307, Atlanta Estate, Dr. Ambedkar Chowk (Off Western Express Highway) Goregaon East, Mumbai - 400063.

