



**QRC**  
INVESTMENT  
ADVISORS

## **Grievance redressal and dispute settlement mechanism**

In the event the Client has any grievance on the services standards or reporting that the Portfolio Manager has agreed to provide, then the Client shall write to the Compliance Officer of the Portfolio Manager at the address specified above, or write by email to our Compliance Officer, Aparna M. Iyer ([finance@qrcia.in](mailto:finance@qrcia.in)). The Compliance Officer shall acknowledge the receipt of email within 2 working days. Further, the Compliance Officer shall within a period of ten (10) 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 [saurabh@qrcia.in](mailto:saurabh@qrcia.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.

The Portfolio Manager shall redress investor grievances promptly but not later than twenty-one calendar days from the date of receipt of the grievance and in such manner as may be specified by the Board.

An investor/client shall first take up his/her/their grievance with the Market Participant (Portfolio Manager) by lodging a complaint directly with the concerned Market Participant (Portfolio Manager). If the grievance is not redressed satisfactorily, the investor/client may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal through link <https://scores.gov.in/scores/complaintRegister.html> in accordance with the process laid out therein. After exhausting these options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal using the link <https://smartodr.in/>

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. The rules of arbitration shall be as approved by the Board of Directors of the Portfolio Manager which shall be provided to the Client upon request.

### **Address for writing/sending Complaint**

Engineer's Premises

93, Mumbai Samachar Marg  
Kala Ghoda Fort  
Mumbai, Maharashtra – 400001.

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QRC Investment Advisors LLP

Office 6, Engineers Premises, 93-95 Mumbai Samachar Marg, Fort, Kala Ghoda Mumbai 400001  
[info@qrcia.in](mailto:info@qrcia.in) | [www.qrcia.in](http://www.qrcia.in)

Data for the month ending – [September 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	NIL	NIL	NIL	NIL	NIL	NIL
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL	NIL
3	Other Sources (if any)	NIL	NIL	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	NIL	NIL	NIL	NIL	NIL	NIL

^ 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#
2	September, 2023	NIL	NIL	NIL	NIL
3	October, 2023	NIL	NIL	NIL	NIL
4	November, 2023	NIL	NIL	NIL	NIL
5	December, 2023	NIL	NIL	NIL	NIL
6	January, 2024	NIL	NIL	NIL	NIL
7	February, 2024	NIL	NIL	NIL	NIL
8	March, 2024	NIL	NIL	NIL	NIL
9	April, 2024	NIL	NIL	NIL	NIL
10	May, 2024	NIL	NIL	NIL	NIL
11	June, 2024	NIL	NIL	NIL	NIL
12	July, 2024	NIL	NIL	NIL	NIL
13	August, 2024	NIL	NIL	NIL	NIL
14	September, 2024	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	NIL	NIL	NIL	NIL

\*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	NIL	NIL	NIL	NIL
2	2019-20	NIL	NIL	NIL	NIL
3	2020-21	NIL	NIL	NIL	NIL
4	2021-22	NIL	NIL	NIL	NIL
5	2022-23	NIL	NIL	NIL	NIL
6	2023-24	NIL	NIL	NIL	NIL
7	2024-25	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	NIL	NIL	NIL	NIL

\*\* Inclusive of complaints of previous years resolved in the current year. ##Inclusive of complaints pending as on the last day of the year.