



**OHM DOVETAIL PRIVATE
LIMITED**

**Redressal Mechanism of Investor
Grievance**



We at OHM Dovetail Private Limited endeavour to address all complaints regarding service deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. We realize that quick and effective handling and resolution of client's/ Investor's grievance is essential to provide excellent client service.

To achieve this, our company has mechanism for redressal of investor grievances. Through this our company shall ensure that a suitable mechanism exists for receiving and addressing complaints from our clients/investors with specific emphasis on resolving such grievances fairly and expeditiously.

Grievance, if any that may arise shall be resolved in a proper and time bound manner with detailed advice to the client/investor. In case the resolution needs time, an interim response acknowledging the grievance/complaint shall be issued.

The Compliance Officer shall give monthly report of the client's grievance to the Directors of the company with complete details as Name and Account number of the client, Nature of Complaint, Date of receipt of the complaint and status of resolving the same. For grievances remaining unresolved for a period of more than 15 days from the date of receipt, the Compliance officer shall provide a justification to the Directors.

The Compliance officer shall maintain proper records of all grievances received and resolved.

All personnel/employees at the customer facing channels and other support departments will be periodically trained in handling of client's complaints.

The Grievance Redress Mechanism with updated contact details and email ID shall be provided to the Clients and uploaded on the Company's website.



Grievance Redress and Dispute Handling Mechanism

For timely and proper redressal of clients / investors grievances and complaints, we have created investors grievances email id (info@dovetailindia.com). We have the following Grievance Redress and Dispute handling Mechanism in place.

- The Client/investor may mail the complaint on the email id (info@dovetailindia.com) providing description about grievances and their basic details. After sending the mail, the client/investor will be provided a Ticket No. for their future reference, communication and tracking the complaint).
- The Client/Investor can contact the persons as mentioned in the Investor grievance matrix as under and displayed on the website of the company.

Details of	Contact Person	Address	Contact No.	Email ID
Customer Care	Rupesh Rahate	Office no. 28, 28th Floor, Sunshine Tower, Senapati Bapat Marg, Dadar (West), Mumbai, Maharashtra-400013, India	+91 8928490925	rupesh.rahate@dovetailindia.com
Head of Customer Care	Anim Mehta	Office no. 28, 28th Floor, Sunshine Tower, Senapati Bapat Marg, Dadar (West), Mumbai, Maharashtra-400013, India	+91 8928490950	anim.mehta@dovetailindia.com
Compliance Officer	Murtuza Kapadia	Office no. 28, 28th Floor, Sunshine Tower, Senapati Bapat Marg, Dadar (West), Mumbai, Maharashtra-400013, India	+91 8928490924	murtuza.kapadia@dovetailindia.com

- The client/investor can also approach Mr. Ranjan Kanade (Head of Operations) at his email-id (Ranjan.kanade@dovetailindia.com) and Phone No. - +91 8928491274.



- To track the status of the Complaint, the client/ investor can contact customer care.
- If not satisfied with our response, the client/investor may contact the concerned Stock Exchange at the following –

NSE	www.nseindia.com	1800220058	ignse@nse.co.in
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- The client/investor can also lodge his grievances with SEBI at <http://scores.gov.in>. For any queries, feedback, or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

