

Grievance redressal and dispute settlement policy

Version	Owner of this Manual	Approved by	Approval date
2.0	Principal Officer	Board of Directors	19th May 2022

Introduction

Nine Rivers Capital Holdings Private Limited is SEBI registered Portfolio Manager and also manages SEBI regulated Alternative Investment Funds. Investor service is a vital element for our sustained growth and we endeavor that our investors receive great service from us.

Investor feedback and complaints are key to improve our services. NRCHPL has established principles and framework to handle queries and complains to ensure that investor is treated fairly, complaints raised are dealt in appropriate and timely manner.

Grievance redressal and dispute settlement mechanism:

The portfolio manager has in place system for addressing all complaints regarding service deficiency or cause for grievance for whatever reason in a reasonable manner and reasonable time. If the investor remains dissatisfied the investor and portfolio manager shall abide by the following mechanism

Investors are entitled to make a complaint in writing, orally or telephonically directly to NRCHPL or investors that are services by distributors can also raise their complaints through their distributors on the mentioned email: clientservice@nineriverscapital.com

Communication details of Officers for Client Complaints and Queries

Ms. Sandhya Kabra

Compliance Officer

Correspondence Off:
Nine Rivers Capital Holdings Pvt. Ltd
509-510, Meadows, Sahar Plaza,

Andheri Kurla Road, Andheri (East), Mumbai-400 059

Email: sandhya@nineriverscapital.com
Phone +91 22 4063 2800

The aforesaid personnel of the portfolio manager shall attend to and address any client query or concern within 30 days as required by SEBI. If the client still remains dissatisfied with the remedies offered or the stand taken by the Compliance Offer, the client and the Applicant shall abide by the following mechanisms:.

Without prejudice to anything stated above, the Client can also register its grievance/complaint through SCORES ([SEBI Complaints Redress System](#)), post which SEBI may forward the complaint to the Portfolio Manager and the Portfolio Manager will suitably address the same.

Any action taken by portfolio manager is not taken as complete if the relevant details are not uploaded on scores and complaint will be treated as pending. Complaint will be treated as resolved/ dis[posed / closed only when SEBI disposes/ closes the complaint in scores. Failure by the portfolio manager to file Action taken report under scores within 30 days of receipt of grievance will not only be treated as failure to furnish information to SEBI but shall also be deemed to constitute non -redressal of investor grievance