



DMZ Partners Investment Management LLP  
SEBI Registration No.: INP000005944

## **GRIEVANCE REDRESSAL MECHANISM**

The mechanism for grievance redressal has been laid out by The Securities and Exchange Board of India (“SEBI”) as per the Online Resolution of Disputes in the Indian Securities Market circular issued on 31<sup>st</sup> July, 2023 (Ref. No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131) and further amended on 4<sup>th</sup> August, 2023 (Corrigendum Ref. No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135). The circular and corrigendum cum amendment can be accessed at [Online Resolution of Disputes - 31/July/2023](#) and [Corrigendum cum Amendment - 04/Aug/23](#) respectively.

The following is the new Matrix to raise a compliant / dispute under the investor grievance redressal mechanism:

### **1. Level 1: Raise the complaint/ dispute with DMZ Partners Investment Management LLP (“Portfolio Manager”)**

Where the client has any grievance, the client should first take up his grievance with the Portfolio Manager by promptly notifying the grievance to the Compliance Officer of the Portfolio Manager, in writing, giving sufficient details to enable the Portfolio Manager to take necessary steps for the redressal of grievances. The email id for the aforementioned purpose is [frontdesk@dmzpartners.in](mailto:frontdesk@dmzpartners.in). Alternatively, a complaint form is also provided on the Compliances web page under the Grievance Redressal section of the Portfolio Manager’s website for direct submission of any complaint/grievances by the client to the Portfolio Manager. The Portfolio Manager, upon receipt of any such grievance, shall take prompt action for redressal of the grievance. The Portfolio Manager will notify the Client of any change in the officer to whom grievances should be addressed.

### **2. Level 2: SEBI Complaints Redress System (“SCORES”)**

If the grievance is not redressed satisfactorily at Level 1, the client may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein. The client may access the SCORES portal at <https://scores.gov.in/scores/Welcome.html> or alternatively access the same from the Compliances web page under the Grievance Redressal section on the Portfolio Manager’s website. FAQs on the process to be followed for registration / lodging complaints / disputes, is available at <https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>.



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**3. Level 3: Online Dispute Resolution (“ODR”) Portal**

After exhausting options available under Level 1 and Level 2 for resolution of the grievance, if the client is still not satisfied with the outcome, he can initiate dispute resolution through the ODR Portal.

Alternatively, the client can initiate dispute resolution through the ODR Portal if the grievance lodged with the Portfolio Manager was not satisfactorily resolved or at any stage of the subsequent escalations mentioned above (prior to or at the end of such escalation/s). The Portfolio Manager may also initiate dispute resolution through the ODR Portal after having given due notice of at least 15 calendar days to the client for resolution of the dispute which has not been satisfactorily resolved between them.

The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of the above mentioned levels or SCORES guidelines as applicable or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the Portfolio Manager).

The client may access the ODR Portal at <https://smartodr.in/login> or alternatively access the same from the Compliances web page under the Grievance Redressal section on the Portfolio Manager’s website.

*Please note that the provisions of the grievance redressal mechanism mentioned above are subject to change as per the notifications, circulars and guidelines issued by SEBI from time to time.*