



Elara Capital (India) Private Limited

CIN: U65993MH2006PTC164708

Regd. Office:

One International Center, Tower 3, 21st Floor,
Senapati Bapat Marg, Elphinstone Road (West)
Mumbai – 400 013, India

Tel : +91 22 6164 8599; Fax: +91 22 6164 8589

SEBI Registration No.- INM000011104

Grievance Resolution Process with reference to the SEBI Regulated / Merchant Banking Activities

Dear Investor,

In case of any grievance / complaint against Elara Capital (India) Private Limited (ECPL):

Please note the Investor Grievance E-Mail ID: mb.investorgrievances@elaracapital.com

- a) Complaints can be lodged by submitting written compliant through letter or email/telephonic on Investor Grievance email id/telephone number for Merchant Banking, and forwarding the same to the Compliance Officer, whose details are mentioned below:

Mr. Amit Tukaram Bondre
Elara Capital (India) Private Limited
One International Center, Tower 3,
21st Floor, Senapati Bapat Marg,
Elphinstone Road West, Mumbai – 400 013
E-Mail: amit.bondre@elaracapital.com
Phone: +91-22-6984 8736

- b) If the Investor is not satisfied by the resolution/response provided or has not received any resolution/ response from the Compliance Officer within 10 calendar days after filing the in compliant/ required information, the investor may escalate the matter to the Managing Director, whose details are mentioned below:

Mr. Sameer Shetty
Elara Capital (India) Private Limited
One International Center, Tower 3,
21st Floor, Senapati Bapat Marg,
Elphinstone Road West, Mumbai – 400 013
E-Mail: sameer.shetty@elaracapital.com
Phone: +91 22 6984 8753

In all cases, ECPL shall endeavor to resolve or respond to the complaint with the requisite information within 21 calendar days from the date of complaint.

- c) In case ECPL has rejected the Complaint or the Complainant has not received any communication from the ECPL or is not satisfied with the reply received or the redressal by ECPL, the Investor may file their complaint in **SCORES 2.0** portal of SEBI. The Investor may lodge the Complaint against the Company on SCORES 2.0 Portal within a period of one year from the date of occurrence of the cause of action i.e., rejection of complaint or non-receipt of any communication or reply / redressal received being not satisfactory.

- d) The Investor needs to register on the SEBI SCORES 2.0 portal at <https://scores.sebi.gov.in/scoreshome> by clicking on "Sign Up" and selecting the category as "Investor". Details like Name of the Investor, Permanent Account Number (PAN), contact details, email-id, etc. are required at the time of registration on the Scores 2.0 Portal.
- e) Upon successful registration, a unique user id and a password shall be generated and communicated through an acknowledgement email to the Investor. The Investor may then proceed to submit a complaint or grievance directly to Elara Capital (India) Private Limited under the 'Merchant Bankers' category.
- f) The Company shall resolve the complaint and upload the Action Taken Report ("ATR") on SCORES 2.0 within the timeline prescribed as per the SEBI Grievance Redressal circular. The ATR uploaded by the Company will be automatically routed to the complainant.
- g) In case, the Investor is not satisfied with the resolution provided, the Investor may request for a review of the resolution provided by the entity within 15 calendar days from the date of the ATR by the Company. In case of review, the Association of Investment Bankers of India ("AIBI" or "the Designated Body"), being the Designated Body specified by SEBI, shall take cognizance of the complaint through SCORES 2.0 and seek clarifications from the Company. The Designated Body shall submit the revised ATR to the Investor on SCORES 2.0 within the timeline prescribed as per the SEBI Grievance Redressal circular.
- h) In case the Investor is not satisfied with the resolution provided after the review process stated in point (g) above, the Investor may request for a second review of the resolution provided within 15 calendar days from the date of the revised ATR by the Designated Body. In case of second review, SEBI may take cognizance of the complaint through SCORES 2.0 and seek clarifications from the Company and/or the Designated Body. The Company 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 2.0.
- i) After exhausting the options for resolution of the grievance as mentioned in the paragraphs above, if the Investor is not satisfied with disposal of complaint on SCORES 2.0 portal post SEBI review or in cases where the issues raised require adjudication on any third party rights, on questions of law or fact or which is in the nature of a lis between the parties, the Investor shall seek appropriate remedies through the **Online Dispute Resolution** mechanism in securities market. In addition, the Investor has the option to approach legal forums including civil courts, consumer courts etc.
- j) In case the Investor opts for Online Dispute Resolution mechanism or other appropriate civil remedies at any point of time while the complaint is pending on SCORES 2.0, the pending Complaint shall be treated as disposed on SCORES 2.0 portal.
- k) The Investor may also contact the Investor Associations (IAs) recognized by SEBI for any assistance in filing complaints on the SCORES 2.0 platform. The list of IAs is available at www.sebi.gov.in. Important links:

SEBI SCORES 2.0	https://scores.sebi.gov.in/scores-home
SMART ODR	https://smartodr.in/login