

## Grievance Redressal Policy and Procedure

At Nevat Investments, we are committed to building trust and transparency in all our dealings. We operate under SEBI registration as both:

- Investment Adviser (SEBI Registration Number: INA000020217)
- Research Analyst (SEBI Registration Number: INH100009628)

This Grievance Redressal Policy outlines our procedures to resolve complaints related to any service provided through our official website: [www.nevat.in](http://www.nevat.in).

### Refund / Return Policy

Nevat Investments provides Research and Advisory services. Once a financial transaction is successful and service is delivered, no refunds or returns are offered.

We tend to provide Refund or Returns in Special cases:

- a. The transaction between Customer/Client and Nevat Investments has been Un-Successful;
- b. Service has not been delivered to the customer/client within 6 months of initiation;
- c. Any other issue related to the unfulfillment of the services.

### Definitions

"Client", "Customer", "Consumer", "You" and "Your" refers to you, the person accessing this website and accepting the Company's terms and conditions.

"The Company", "Nevat Investments", "Ourselves", "We", "Our" and "Us", refers to our Company.

"<http://www.nevat.in>" refers to our company's website.

"Party", "Parties", or "Us", refers to both the Client and ourselves, or either the Client or ourselves.

### Complaint Procedures

Whenever a client wants to file a complaint for any reason, he/she can first approach our company via the contact number listed on the website.

Contact Number: - +91-9876551971 or +91-7307973993

If the query is not resolved in the Informal Conversation (on the phone), the Client can further write us an Email at our listed email address on the Website or contact our founder

(Personal Email Address of our Research Analyst & Investment Adviser: - [ujvinnevatia@gmail.com](mailto:ujvinnevatia@gmail.com))

While writing an email, please mention "Complaint regarding Nevat.in" in the subject of the email. Please include your Personal Information such as - "Name", "Contact Number", "Address", "Organisation Name", and "Transaction Details".

All the complaints would be reviewed by the company within 48 Hours (during working days) and the appropriate response would be provided to the client via email. If the issue is not resolved after the Formal Complaint, the client is free to approach the concerned authorities (Government Authorities).

## **Escalation Process**

### **Level 1 - Internal Resolution**

Initially, all complaints/disputes against us (i.e., Nevat Investments, the Research Analyst, the Investment Adviser, or any employee of Nevat Investments) are required to be directly lodged with us. [Clients of Nevat Investments (“Research Analyst” or/and “Investment Adviser”) may lodge the same by e-mail at: [admin@nevat.in](mailto:admin@nevat.in) or [ujvinnevatia@gmail.com](mailto:ujvinnevatia@gmail.com) or by sending physical correspondence at: #270, Vishal Nagar, Phase - II, Street Number - 1(A/3), Near Mittal City Mall, Bathinda (Punjab), Pin Code - 151001]

### **Level 2 - SEBI SCORES Platform**

In case of any grievance/complaint, an investor should approach the concerned research analyst or investment adviser and shall ensure that the grievance is resolved within 30 days. If the investor’s complaint is not redressed satisfactorily, one may lodge a complaint with SEBI on SEBI’s SCORES portal (Link: <https://scores.gov.in/scores/Welcome.html>) which is a centralized web-based complaints redressal system. SEBI takes up the complaints registered via SCORES with the concerned intermediary for timely redressal. SCORES facilitates tracking the status of the complaint. With regard to physical complaints, investors may send their complaints to: the Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan. Plot No. C4-A, ‘G’ Block, Bandra-Kurla Complex, Bandra, Mumbai - 400 051.

### **Level 3 - Online Dispute Resolution (ODR)**

An investor can initiate online dispute resolution through the ODR portal, within the applicable timeframe under law, after the option to resolve a complaint/dispute with the listed entity through the routes available at Level 1 and Level 2 are exhausted.

It may be noted that the dispute resolution through the ODR portal (Link: <https://smartodr.in/login>) can be initiated only if such complaint/dispute is not pending before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law. There is no fee for registration of complaints/disputes on the ODR Portal. However, the process of conciliation/arbitration through the ODR portal may attract a fee and the same shall be borne by the concerned investor / listed entity / its RTA (as the case may be).

### Escalation Matrix

If you have a grievance, you can reach out to our Support Team for assistance.

| Details of designation | Contact Person Name | Address where the physical address location                            | Contact No.              | Email-ID                                                                                                                 | Working hours when complainant can call |
|------------------------|---------------------|------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Customer Care          | -                   | -                                                                      | -                        | -                                                                                                                        | -                                       |
| Head of Customer Care  | -                   | -                                                                      | -                        | -                                                                                                                        | -                                       |
| Compliance Officer     | UJVIN NEVATIA       | #270, Vishal Nagar, Phase2, Street Number-1(A/3), Bathinda (PB) 151001 | 7307973993<br>9876551971 | <a href="mailto:ujvinnevatia@gmail.com">ujvinnevatia@gmail.com</a><br><a href="mailto:admin@nevat.in">admin@nevat.in</a> | 10:00 AM – 5:00 PM<br>Monday to Friday  |
| CEO                    | -                   | -                                                                      | -                        | -                                                                                                                        | -                                       |
| Principal Officer      | UJVIN NEVATIA       | #270, Vishal Nagar, Phase2, Street Number-1(A/3), Bathinda (PB) 151001 | 7307973993<br>9876551971 | <a href="mailto:ujvinnevatia@gmail.com">ujvinnevatia@gmail.com</a><br><a href="mailto:admin@nevat.in">admin@nevat.in</a> | 10:00 AM – 5:00 PM<br>Monday to Friday  |

*The abovementioned details would facilitate the complainants to approach the concerned RA before filing complaint to SEBI. For more details go to: -*

*<https://www.bseindia.com/markets/MarketInfo/DispNewNoticesCirculars.aspx?page=20241209-41>*

We aim to resolve all grievances within 21 working days from the date of receipt.

If your grievance is not resolved within this timeframe, you can escalate it to SEBI's SCORES Platform (SEBI Complaints Redress System).

**SCORES Portal:** [scores.sebi.gov.in](https://scores.sebi.gov.in).

In case you are unsatisfied with the resolution provided through our support or the SCORES platform, you can access the Online Dispute Resolution (ODR) Portal.

**ODR Portal:** [smartodr.in](https://smartodr.in).