

## **Grievance Redressal Policy and Procedure**

1. "Nevat.in" indulged in providing services of Research Analyst through its Website named - <http://www.nevat.in>. We aim to build Trust and Transparency in our dealings. Whenever a Customer/Consumer engages in a Successful Financial Transaction with or through our website, we do not offer any type of Refund or Return to that particular transaction or deal.

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.

### **2. 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 Unlisted**", "**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.

### **3. 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: - [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).

#### **4. Details of grievance redressal mechanism and how to access it**

##### **Level 1**

Initially, all complaints/disputes against us (i.e., Nevat Investments, the Research Analyst, or any employee of Nevat Investments) are required to be directly lodged with us.

[Clients of Nevat Investments (“Research Analyst”) 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**

In case of any grievance/complaint, an investor should approach the concerned research analyst 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**

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).

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[THE END]