

Grievance Redressal Mechanism

[See Para 8 of Schedule C of the SEBI Master Circular for Online Dispute Resolution dated July 31, 2023 (as amended from time to time) bearing Ref. No. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195]

1. Filing

- 1.1. A grievance against a conciliator or arbitrator will be registered if it is received through one of the following modes:
 - a. Email addressed to smadmin@presolv360.com by a party to the proceedings or from the concerned Master Infrastructure Institution (“MII”); or
 - b. [Grievance Redressal Form](#).
- 1.2. The grievance shall contain the name of the complainant, contact details, SMARTODR Dispute ID, Presolv360 Case ID and details of the neutral and complaint along with supporting documents, if any.

2. Processing

- 2.1. Upon receipt of instructions from the MII, the grievance may be forwarded for comments from the concerned conciliator/arbitrator followed by a report by the ODR Institution summarizing the timelines of the dispute, comments and relevant documents, if any.
- 2.2. The report will be provided to the MII for review and necessary action.
- 2.3. Subject to receipt of instructions from the MII and comments from the conciliator/arbitrator, the ODR Institution will endeavour to process the grievance 30 Working Days. The expected processing time may vary depending on the nature of the grievance.

Date: 17th March 2025