

### **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 [smredressal@presolv360.com](mailto:smredressal@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: 15<sup>th</sup> May 2025