

## INVESTORS COMPLAINTS DATA

**Data for the month ending: January 2024**

Sr No.	Received from	Pending at the end of last month	Received	Resolved*	Total Pending#	Pending complaints	Average Resolution time^ (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI(SCORES)	0	0	0	0	0	0
3	Other Sources(if any)	0	0	0	0	0	0
	<b>Grand Total</b>	0	0	0	0	0	0

^Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

### **Trend of monthly disposal of complaints:**

Sr No	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	Apr-21	0	0	0	0
2	May-21	0	0	0	0
3	Jun-21	0	0	0	0
4	Jul-21	0	0	0	0
5	Aug-21	0	0	0	0
6	Sep-21	0	0	0	0
7	Oct-21	0	0	0	0
8	Nov-21	0	0	0	0
9	Dec-21	0	0	0	0
10	Jan-22	0	0	0	0
11	Feb-22	0	0	0	0
12	Mar-22	0	0	0	0
13	April-22	0	0	0	0
14	May-22	0	0	0	0
15	Jun-22	0	0	0	0
16	Jul-22	0	0	0	0
17	Aug-22	0	0	0	0
18	Sep-22	0	0	0	0

19	Oct-22	0	0	0	0
20	Nov-22	0	0	0	0
21	Dec-22	0	0	0	0
22	Jan-23	0	0	0	0
23	Feb-23	0	0	0	0
24	Mar-23	0	0	0	0
25	April-23	0	0	0	0
26	May-23	0	0	0	0
27	June-23	0	0	0	0
28	July-23	0	0	0	0
29	Aug-23	0	0	0	0
30	Sept-23	0	0	0	0
31	Oct-23	0	0	0	0
32	Nov-23	0	0	0	0
33	Dec-23	0	0	0	0
34	Jan-24	0	0	0	0
	<b>Grand total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Inclusive of complaints of previous months resolved in the current month.

#Inclusive of complaints pending as on the last day of the month.

### Trend of annual disposal of complaints

Sr No	Year	Carried forward from previous month	Received	Resolved*	Pending#
1	FY19	0	0	0	0
2	FY20	0	0	0	0
3	FY21	0	0	0	0
4	FY22	0	0	0	0
5	FY23	0	0	0	0
6	FY24	0	0	0	0

\*Inclusive of complaints of previous months resolved in the current year.

#Inclusive of complaints pending as on the last day of the year.

## **COMPLIANT REDRESSAL AND SCORES**

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team on **contact@nayanmvala.com** & **dharmesh@nayanmvala.com**. Alternatively, the Investor may call on **022-26105973/74**.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:  
**Nayan M Vala Securities Pvt. Ltd.**  
**403/404 Cosmos Court, Above Waman Hari Pethe Jewellers, SV Road, Vile Parle(W), Mumbai - 400056**
3. Clients can write to the research analyst at :

**akshay@nayanmvala.com**  
**manisha@nayanmvala.com**  
**ruchi@nayanmvala.com**

if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching research analyst.

4. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>