Smart ODR

A common Online Dispute Resolution Portal (“ODR Portal”), which facilitates online conciliation and online arbitration for resolving disputes arising in the Indian Securities Market, has been established.

The SMART ODR Portal (Securities Market Approach for Resolution through ODR Portal) can be accessed at: https://smartodr.in/login

A copy of the SEBI circular is available at:

https://www.sebi.gov.in/legal/master-circulars/dec-2023/master-circular-for-online-resolution-of-disputes-in-the-indian-securities-market_80236.html

Procedure to Lodge Grievance / Complaint (Kind attention to all concerned parties / investors / clients):

For registering any query, grievance, or complaint, kindly write to:

investorgrievances@pumarth.com

While lodging the complaint, please mention your contact details, email ID, and User/Client ID/BO ID for easy reference.

Concerned parties are requested to clearly describe their query/grievance/complaint in detail and attach any supporting documents, if available, for effective resolution.

The complaint will be acknowledged and addressed by the company within 2 days only, and a concrete response will be provided through email only.

In case you do not receive a satisfactory response, you may escalate the matter by writing to: pumarth1995@gmail.com, referring to your earlier email.

Further, you are advised to check the status of your query/grievance/complaint within 2 days only by writing to:

investorgrievances@pumarth.com

Flow Chart for Filing / Lodging a Complaint:

1. The concerned party intending to file a complaint should send an email to:

investorgrievances@pumarth.com

2. Please mention contact details, email ID, User/Client ID for easy reference.

3. The company will respond within 2 days only, and the resolution will be communicated via email only.

4. If no concrete support is received, escalate the matter to:

pumarth1995@gmail.com, mentioning the earlier communication.

5. To check the status of your query/grievance/complaint, write within 2 days only to:

investorgrievances@pumarth.com