

Investor can lodge complaint/ grievance against the Depository/DP in the following ways:

a) Through Email Id

Investors can send email on Email Id CB15076@canarabank.com and contact direct on the following below details

Details of	Contact person	Address	Contact number	Email ID
Client Servicing	Alka Parashar	पूँजी बाजार सेवा शाखा/Capital market Service Branch (15076) DP Cell (e-Syndicate), 1 st Floor, A-Wing, केनरा बैंक अंचल कार्यालय / Canara Bank Circle Office, सी-14, जी ब्लॉक / C-14, G Block, बीकेसी, बान्द्रा पूर्व / BKC, Bandra East, मुम्बई/Mumbai-400051	022-26728124 022 - 26728161	Cb15076@canarabank.com
Head of Client Servicing	Nitin Jaswal	Same As Above	022-26728124 022 - 26728161	Cb15076@canarabank.com
Compliance officer	Nitin Jaswal	Same As Above	022-26728124 022 - 26728161	Cb15076@canarabank.com

OR

Investor can also follow the below mentioned steps to file the complaint(if,Any)

1.	Investor Complaint/ Grievances	<p>Investor can lodge complaint/ grievance against the Depository/DP in the following ways:</p> <p>a. Electronic mode -</p> <p>(i) SCORES 2.0 (a web based centralized grievance redressal system of SEBI https://scores.sebi.gov.in)</p> <p>Two Level Review for complaint/grievance against DP:</p> <ul style="list-style-type: none"> - First review done by Designated Body - Second review done by SEBI <p>(ii) Respective Depository's web portal dedicated for the filing of complaint [https://www.cdslindia.com/Footer/grievances.aspx]</p> <p>(iii) Emails to designated email IDs of Depository [complaints@cdslindia.com]</p> <p>The complaints/ grievances lodged directly with the Depository shall be resolved within 21 days.</p>
2.	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	<p>If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through by online conciliation or arbitration.</p> <p>SMART ODR- https://smartodr.in/login</p>
3.	Steps to be followed in ODR for Review, Conciliation and Arbitration	<ul style="list-style-type: none"> ➤ Investor to approach Market Participant for redressal of complaint ➤ If investor is not satisfied with response of Market Participant, he/she can escalate the complaint on SEBI SCORES portal. ➤ Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration. ➤ Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between

		<p>the Market Participant and investor within 21 days.</p> <ul style="list-style-type: none">➤ If the matter could not be amicably resolved, then the Investor may request the MII to refer the matter case for conciliation.➤ During the conciliation process, the conciliator will endeavor for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator.➤ If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration.➤ The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days.
--	--	---