

Grievance Redressal Mechanism (Research Department)

1. Objective

The objective of this Grievance Redressal Mechanism is to ensure timely, transparent, and effective resolution of grievances received from clients, investors, or any stakeholder in relation to research services provided by the Company, in compliance with the Research Analyst Regulations, 2015 (as amended).

2. Scope

This mechanism covers grievances relating to, but not limited to:

- Research reports and recommendations
- Public appearances and dissemination of research
- Alleged conflict of interest or non-disclosure
- Quality, accuracy, or timeliness of research services
- Conduct of persons associated with research analyst

3. Focal Person for Grievance Redressal

The Head of Research shall be the designated Grievance Redressal Focal Person for all grievances pertaining to research services.

4. Grievance Lodging Process

A grievance may be lodged through email, written complaint, or any other mode as communicated by the Company.

5. Acknowledgment of Grievance

All grievances shall be acknowledged within two (02) working days.

6. Examination and Resolution

Grievances shall be resolved promptly and not later than thirty (30) days from the date of receipt.

7. Communication of Decision

The decision/resolution shall be communicated to the complainant in writing.

8. Escalation

In case of dissatisfaction, the grievance may be escalated to the Compliance Officer or relevant regulatory authority.

9. Record Maintenance

All grievances shall be documented and maintained for a minimum period of five (05) years.

10. Disclosure

This mechanism shall be disclosed on the TSL website.