

Investor Grievance Data

Disposal of complaints for the current month, July 2024

Received From	Pending- last month	Received	Resolved	Total pending	Pending > 3M	Avg. resolution time
Investors	0	0	0	0	0	0
SEBI Scores	0	0	0	0	0	0
Other Sources	0	0	0	0	0	0
Grand Total	0	0	0	0	0	0

Historical disposal of complaints - Monthly

Month	Carried forward	Received	Resolved	Pending
July-2024	0	0	0	0
June-2024	0	0	0	0
May-2024	0	0	0	0
April-2024	0	0	0	0
March-2024	0	0	0	0
February-2024	0	0	0	0
January-2024	0	0	0	0
December-2023	0	0	0	0
November-2023	0	0	0	0
October-2023	0	0	0	0
September-2023	0	0	0	0
August-2023	0	0	0	0
Grand Total	0	0	0	0

Historical disposal of complaints - Yearly

Year	Carried forward	Received	Resolved	Pending
2020 – 2021	0	1	1	0
2021 – 2022	0	0	0	0
2022 – 2023	0	0	0	0
2023 – 2024	0	0	0	0
2024 – 2025	0	0	0	0
Grand Total	0	1	1	0

Grievance Handling Procedure

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

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, or over the phone. An email may be sent to the Client Servicing Team at contact@viniyogindia.com. Alternatively, the Investor may call on 62912 68415, OR log complaints online by visiting the contact us page and filling up the necessary details: <https://viniyogindia.com/contact-us/>
2. A letter may also be written containing details of the complaint and posted at the below-mentioned address:

B. Sinha Ray Research & Advisory
Genexx Valley, Tower No. 26, 13th Floor, 13D,
37, D H Road, Kolkata 700 104

3. Clients can contact the Compliance Officer at the following address if they do not receive any response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching the Compliance Officer.

Biswarup Sinha Ray
E: biswarup@viniyogindia.com
T: +91 9339527250

4. ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on “Online Resolution of Disputes in the Indian Securities Market”. A common Online Dispute Resolution Portal (“ODR Portal”) which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>
5. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.sebi.gov.in> or you may also write directly to SEBI’s local/ regional office. SCORES may be accessed through SCORES mobile application as well, the same can be downloaded from the below link:
<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>