

# BONDNEST CAPITAL INDIA SECURITIES PRIVATE LIMITED

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## INVESTOR GRIEVANCE REDRESSAL MECHANISM

Adoption / Amendment of the Policy	Board Meeting Date	Version
Adoption of the Policy	22 December 2025	1.0
Review of the Policy	22 December 2025	1.1

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## Introduction

BondNest Capital India Securities Private Limited (“BondNest” or “the Company” or “MeraDhan”) believes that Investor service is vital element for sustained business growth and for better corporate governance. The Company’s approach is to treat and service all Investors’ consistently and fairly. The Company endeavours to redress all grievances/ complaints, in a reasonable time and satisfactory manner. Investor grievances/complaints constitute an important voice of Investor and thus a structured grievance redressal framework is important.

Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Company realizes that quick, effective handling and resolution of Investors’ grievances is essential. This mechanism shall ensure that all grievances/complaints shall be heard and the response would be shared for such grievances/ complaints.

The Investor Redressal Mechanism of the Company is based on the following principles:

1. Investors are treated fairly at all times.
2. Grievances/Complaints raised by Investors are dealt with courtesy and in a timely manner.
3. Grievances/Complaints are treated efficiently and fairly.
4. The employees and management of BondNest work in good faith and towards the interests of the Investors.

## Applicability and Objective

SEBI (Stock-Brokers) Regulations, 1992 mandates implementation of Investor Grievance Mechanism by all the Stock Brokers to address the complaints/ grievances of any of its investors. Accordingly, in view of the regulatory requirement and to ensure prompt resolution, the Company has laid down the appropriate Grievance Redressal Mechanism to resolve grievances/ complaints of its investors.

All Investor grievances/complaints registered with the Company shall be reviewed, monitored and resolved in compliance with the provisions of the applicable laws. The focus shall be, to ensure all grievances are resolved on a timely basis and to the full satisfaction of the investors.

The Company has designated the Compliance Officer appointed under SEBI (Stock Brokers) Regulations, 1992, as Investor Grievance Redressal Officer, who can be approached in case of any grievance/ complaint.

## Steps for handling Investor Grievances

As part of this mechanism, we provide a Three-level process as below, to solve any of your complaints or grievances.

Level 1:- Customer Service Team

Level 2 :- Compliance Officer

Level 3 :- SEBI SCORES portal

### Level 1 - Customer Service Team

On the first level, you can register your grievance about your experience by writing to us via email at [grievance@meradhan.co](mailto:grievance@meradhan.co) or you can also reach out to us on our WhatsApp support number (+91 9873373195) for chat support.

The Customer Experience Team will endeavor to promptly register and respond to your query within 15 (fifteen) days from the date of receipt. You will receive a response via email / WhatsApp support along with the confirmation that the ticket has been resolved and thus, closed. Additional information, if any, required from the complainant, shall be sought within seven working days from the date of receipt of the complaint.

## Level 2 – The Compliance Officer

In case your complaint remains unresolved even after completion of 15 (fifteen) days from the date of registration or in case you are not satisfied with the response received, you may, write to our Compliance Officer with:

- The ticket number;
- Full complaint in detail;
- Resolution provided;
- Date of submission of the complaint;
- And other necessary details

The Compliance Officer, Ms Deepa Shah, Email: [compliance@meradhan.co](mailto:compliance@meradhan.co). Also, an Investor shall submit a written grievance/complaint marking it to the Investor Grievance Redressal Officer at TBQ, Suite No 511, 5th floor, Tower 2A, North Annex, One World Centre, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra – 400013

The Compliance Officer will endeavor to review and respond to your escalation within 15 (fifteen) days of receipt of your communication by the Compliance Officer.

## Level 3 – SEBI SCORES portal

Further, if you are not satisfied with the resolution provided in the previous levels, you can approach to lodge a complaint on SCORES 2.0 <https://scores.sebi.gov.in/> – Easy & quick by clicking on “Sign Up” and selecting the category as “Investor”.

While filing the registration form, details like Name of the investor, Permanent Account Number (PAN), Contact details, Email id, etc. are required to be provided.

## Resolution mechanism for Offline Complaints

**Any investor who wishes to report any grievance/complaint shall submit the same in the prescribed format as specified in “Annexure II” to below mentioned Officer/Email id:**

### Mr. Vikas Kukreja

Investor Grievance Redressal Officer,  
TBQ, Suite No 511, 5th floor, Tower 2A, North Annex,  
One World Centre, Senapati Bapat Marg, Lower Parel,  
Mumbai, Maharashtra 400013  
Phone No.: +91 9873373195  
Email Id: [grievance@meradhan.co](mailto:grievance@meradhan.co)

### If not satisfied with the response of the Investor Grievance Redressal Officer:

In case, the Client does not receive a response or if the Client is dissatisfied with the response received from the Investor Grievance Redressal Officer, the Client may escalate the complaint to the next level Officer as indicated below:

### Director

TBQ, Suite No 511, 5th floor, Tower 2A, North Annex,  
One World Centre, Senapati Bapat Marg, Lower Parel,  
Mumbai, Maharashtra 400013  
Phone No.: 022-69826918  
Email address: [compliance@meradhan.co](mailto:compliance@meradhan.co)

## Resolution mechanism for Online Complaints through SCORES

In case Investor has approached the Company for redressal of the Complaint and the Company has rejected the Complaint or the Complainant has not received any communication from the concerned Company or is not satisfied with the reply received or the redressal by the Company may submit an online complaint / grievance through SCORES 2.0 at <https://scores.sebi.gov.in/>

Complaint shall be auto forwarded to the Company through SCORES 2.0. The Company shall resolve the Complaint and upload the ATR on SCORES 2.0 within 21 calendar days of receipt of the Complaint. The ATR uploaded by the Company will be automatically routed to the complainant.

The given complaint shall be simultaneously forwarded to Designated Body, i.e., relevant Stock Exchange ("Stock Exchange") selected at the time of submission of Complaint on the Scores 2.0. The Designated Body to ensure that the Company shall submit the ATRs with the stipulated timeline.

### First review

In case the Company has not submitted the ATR within the stipulated time of 21 calendar days. the concerned Designated Body shall take cognizance of the Complaint for first review of the resolution through SCORES.

Or

If the complainant is not satisfied with the resolution provided and makes a request for a review of the resolution provided by the Company within 15 calendar days from the date of submission of ATR. The concerned Entity shall submit the ATR to the Designated Body within the time stipulated by the Designated Body.

The Designated Body may seek clarification on the ATR submitted by the Entity for the first review. The concerned Entity shall provide clarification to the respective Designated Body, wherever sought and within such timeline, as the Designated Body may stipulate. The Designated Body shall submit the revised ATR to the complainant on SCORES within 10 calendar days of the review sought.

### Second review

The complainant may seek a second review of the Complaint within 15 calendar days from the date of the submission of the ATR by the Designated Body.

In case the Designated Body has not submitted the ATR within the stipulated time of 10 calendar days or If the complainant is not satisfied with the ATR provided by the Designated Body, SEBI may take cognizance of the Complaint for second review through SCORES.

Then, SEBI may take up the review with stakeholders involved, including the Company or/and Designated Body. The Company or/and Designated Body shall take immediate action on receipt of second review complaint from SEBI and submit revised ATR to SEBI through SCORES 2.0, within the timeline specified by SEBI. The second review Complaint shall be treated as 'resolved' or 'disposed' or 'closed' only when SEBI 'disposes' or 'closes' the Complaint in SCORES. Hence, mere filing of ATR with respect to SEBI review complaint will not mean that the SEBI review complaint is disposed.

## Initiation of the Dispute Resolution Mechanism

After exhausting the aforementioned options for resolution of grievance, if the investor is still not satisfied with the outcome or where the issues raised require adjudication on any third party rights, on questions of law or fact or which is in the nature of a lis between parties, he/she/they can initiate dispute resolution through the Smart ODR Portal.

The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of the paragraphs above or SCORES 2.0 guidelines as applicable or not pending before any Arbitral process, Court, Tribunal or Consumer forum or are non-arbitrable in terms of Indian law (including when

moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the Company) or is against the Government of India / President of India or a State Government / Governor of a State.

In case the Investor opts for Online Dispute Resolution mechanism or other appropriate civil remedies at any point of time while the complaint is pending on SCORES 2.0, the pending complaint shall be treated as disposed on SCORES 2.0.

## Review and Amendment

The Company shall reserve the rights to review and make amendment to the Policy from time to time as it deems fit in accordance with the applicable Laws, Rules and Regulations for the time being in force. In the event of any conflict between the provisions of this Policy and the Act or Regulations or Rules or any other Statutory enactments, the provisions of such Act or Regulations or Rules or Statutory enactments shall prevail over this Policy. An interim review and amendment can also be carried out to accommodate minor changes, if any, on regulatory and operating front by the Compliance Officer of the Company.

## Important Links

SEBI SCORES 2.0	<a href="https://scores.sebi.gov.in/scores-home">https://scores.sebi.gov.in/scores-home</a>
SMART ODR	<a href="https://smartodr.in/login">https://smartodr.in/login</a>

## Annexure I – Nature of Complaints

1. Account opening/ closing/ suspension related
2. Excess brokerage
3. Improper Service
4. Technical glitches/outage/connectivity/system related problem
5. IPO Application related
6. Non-receipt/delay in receipt of Funds
7. Non-execution of order
8. Non-receipt of corporate benefits
9. Assured return being offered
10. Non-updation of address /Signature or Corrections etc
11. Non-receipt or delay in receipt of securities
12. Complaints of any other nature as may be notified under applicable regulations from time to time

**Annexure II – Complaint / Grievance Form**

<b>Name of the Investor / Complainant</b>	
<b>Permanent Account Number ("PAN")</b>	
<b>DP &amp; Client ID / Folio Number</b>	
<b>Communication Address</b>	
<b>Email Address</b>	
<b>Mobile Number</b>	
<b>ISIN of the Securities</b>	
<b>Details about the Complaint / Grievance</b>	
<b>Attachments, if any</b>	

Note:

1. All the fields are mandatory, until specified otherwise
2. The Company shall promptly respond to the investor/ complainant confirming the receipt of grievance / compliant



### Annexure III – Online Redressal Mechanism

