

INDEQNET PRIVATE LIMITED

GRIEVANCE OFFICER & REDRESSAL POLICY

India Equity Network (Indeqnet Private Limited)
SEBI Registered Research Analyst | Registration No.: INH000024930
BSE LTD. Enlistment No. 6932

1. OUR COMMITMENT

India Equity Network is committed to ensuring **timely, fair, transparent, and effective resolution of all user and investor grievances.**

We recognize that a robust grievance redressal mechanism is essential for maintaining **trust, accountability, and regulatory compliance**, in accordance with applicable **SEBI (Research Analyst) Regulations**.

2. APPLICABILITY

This policy applies across all verticals of India Equity Network, including:

- **Advisory (marketgAInz)**
 - **Trainings & Courses (ISSMA)**
 - **Events (India Elite Summit)**
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3. OBJECTIVE OF THE POLICY

The objectives of this policy are to:

- Provide a clear and accessible channel for raising grievances
 - Ensure prompt acknowledgement and systematic tracking of complaints
 - Resolve grievances in a fair, consistent, and time-bound manner
 - Maintain proper records for regulatory compliance and audit purposes
 - Continuously improve service quality based on user feedback
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4. KEY TIMELINES

- **Acknowledgement:** Within 48 hours of receipt
 - **Initial Response / Review:** Within a reasonable timeframe
 - **Final Resolution:** Within 30 days from receipt of grievance
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5. PROCESS FOR RAISING A GRIEVANCE

5.1 Submission of Complaint

Users may submit grievances via email:

✉ compliance@indiaequitynetwork.com

5.2 Mandatory Details

To ensure effective processing, the complaint must include:

- Full Name
- Registered Mobile Number
- Registered Email ID
- Clear description of the grievance
- Relevant supporting documents (if any)

Complaints must be submitted from the **registered email ID** associated with the user's account or interaction.

5.3 Acknowledgement

- All complaints will be acknowledged within **48 hours**
 - A **unique Ticket ID / Complaint Number** will be generated for tracking
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5.4 Validity of Complaints

- Complaints must relate to specific services or interactions with India Equity Network
 - Anonymous, incomplete, or unverifiable complaints may not be processed
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6. GRIEVANCE REDRESSAL MECHANISM

6.1 Initial Review

- Complaints will be reviewed at the first level by the internal compliance team
- Appropriate action will be taken based on the nature of the grievance
- The user will be informed of the resolution through official communication

6.2 Escalation Mechanism

If the user:

- Is not satisfied with the response, OR
- Does not receive a response within **14 days**,

the grievance may be escalated as per the escalation matrix below.

7. ESCALATION MATRIX

Level 1

✉ compliance@indiaequitynetwork.com

Level 2

✉ ram.iyer@indiaequitynetwork.com

Level 3

✉ nsfidai@indiaequitynetwork.com

Note: Users must quote their **Ticket ID / Complaint Number** in all escalation communications.

8. GRIEVANCE OFFICER DETAILS

Name: Mr. NS Fidai

Designation: Grievance & Compliance Officer

✉ nsfidai@indiaequitynetwork.com

Phone: +91 88283 20113

PRINCIPAL OFFICER- RAMACHANDRAN CHITHAMBARAN

EMAIL- ram.iyer@indiaequitynetwork.com

Phone: +91 88283 20113

INDEQNET PRIVATE LIMITED

Registered Address:

Indeqnet Private Limited
201, Radhakrishna, Radha Residency
Siddharth Nagar, Borivali - East
Mumbai – 400066, Maharashtra, India

9. RESOLUTION TIMELINE

- The Grievance Officer shall take appropriate steps to resolve the grievance
 - Final resolution shall be provided within **30 days from the date of receipt**
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10. CLOSURE OF GRIEVANCE

- If no response is received from the user within **10 days after communication of resolution**,
the grievance shall be considered **resolved and closed**
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11. REGULATORY ESCALATION (SEBI MECHANISM)

If the grievance remains unresolved, investors may escalate through SEBI channels:

SCORES 2.0 Platform

 <https://scores.sebi.gov.in>

SMART ODR Platform

Online conciliation and arbitration mechanism for dispute resolution

12. MONITORING & REPORTING

- A periodic summary of grievances (received, resolved, pending) shall be maintained
 - The Grievance Officer shall submit reports to senior management / Board on a **quarterly basis**
 - This ensures continuous monitoring, compliance, and service improvement
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13. PRINCIPLES GOVERNING REDRESSAL

All grievances are handled based on the following principles:

- Fairness and impartiality
- Timeliness and transparency
- Accountability and proper documentation
- Confidentiality of user information
- Full compliance with SEBI regulations

India Equity Network is committed to maintaining a **robust, transparent, and compliant grievance redressal framework**, ensuring that all users and investors are treated fairly and their concerns are addressed effectively and within defined timelines.

For Indeqnet Private Limited,



Mr. Ramachandran Chithambaran
SEBI Registered Research Analyst & Principal Officer
Date: 28th March 2026

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INDEQNET PRIVATE LIMITED
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