



Complaints – RIA

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

- Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team on connect@orim.in. Alternatively, the Investor may call on +91-9167470746.
- A letter may also be written with their query/complaint and posted at the below mentioned address 13/C, Mini Land, Tank Road, Bhandup West, Mumbai, Maharashtra 400078.
- Clients can write to the Compliance Officer at vedant.pathella@orim.in if the Investor does not receive a 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.
- In case you are not satisfied with our response you can lodge your grievance with SEBI at <https://scores.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link: <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>
- 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/>

Complaint Data to be displayed by IAs

Formats for investors complaints data to be disclosed monthly by IAs on their website/mobile application:

Data for the month ending – 31-January -2024

Sr. No.	Received from	Pending at the end of last month	Received	Resolved*	Total Pending #	Pending complaint > 3 months	Average Resolution time^ (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0
3	Other Sources (if any)	0	0	0	0	0	0
	Grand Total	0	0	0	0	0	0

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Trend of monthly disposal of complaints:

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	August, 2023	0	0	0	0
2	September, 2023	0	0	0	0
3	October, 2023	0	0	0	0
4	November, 2023	0	0	0	0
5	December, 2023	0	0	0	0
6	January, 2024	0	0	0	0
7	February, 2024	0	0	0	0
8	March, 2024	0	0	0	0
9	April, 2024	0	0	0	0
10	May, 2024	0	0	0	0
11	June, 2024	0	0	0	0
12	July, 2024	0	0	0	0
13	August, 2024	0	0	0	0
14	September, 2024	0	0	0	0
15	October, 2024	0	0	0	0
16	November, 2024	0	0	0	0

17	December, 2024	0	0	0	0
18	January, 2025	0	0	0	0
	Grand Total	0	0	0	0

*Inclusive of complaints of previous months resolved in the current month.#Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints

SN	Year	Carried forward from previous year	Received	Resolved*	Pending#
1	2023-2024	0	0	0	0
	Grand Total	0	0	0	0

*Inclusive of complaints of previous years resolved in the current year.#Inclusive of complaints pending as on the last day of the year.

For ORIM ADVISORS PVT LTD.

Vathella

Director



ORIM Advisors Private Limited
SEBI Registered Investment Advisers
Registration No. INA000018294