

Investor Grievance / Complaints Redressal Mechanism

Level-1 -To Kalyan Jewellers India Limited

An investor shall first take up his/her grievance against the Company by lodging a complaint directly with the Company in the following address:

Mr. JISHNU R G
Kalyan Jewellers India Limited
Corporate Office, Sitaram Mill Road
Punkunnam Thrissur - 680002, Kerala
Email: compliance@kalyanjewellers.net

Level-2 -To SEBI - Online registration of complaint / grievance on SCORES:

If the grievance is not redressed satisfactorily in the Level 1, the investor may escalate the same through the SEBI SCORES Portal which can be accessed at <https://scores.gov.in/>.

Level-3 - SMART ODR Portal (Securities Market Approach for Resolution Through ODR Portal):

As per SEBI Circular, Ref.No.SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, and Ref.No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 04, 2023, SEBI has launched SMART ODR Portal (Securities Market Approach for Resolution Through ODR Portal) for online resolution of disputes in the Indian Securities Market.

In case, the investor is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process may be initiated through the ODR portal which can be accessed at <https://smartodr.in/login>. Investors can approach the Online Dispute Resolution mechanism or other appropriate civil remedies at any point of time.

For more information on online resolution of disputes in the Indian Securities Market, refer to the following SEBI circulars:

1. **SEBI Master Circular dated August 11,2023**
2. [SEBI circular dated September 20,2023](#)