

## Company Profile and Complaints Redressal

<b>Name</b>	<b>Morgan Stanley India Primary Dealer Private Limited</b>
<b>Registered office</b>	Altimus, Level 39 & 40, Pandurang Budhkar Marg, Worli, Mumbai 400018
<b>Telephone Nos.</b>	+91 22 6118 1000
<b>RBI (NBFC) Registration No.</b>	N-13.01939 (The company is having valid certificate of registration dated July 9, 2009 issued by Reserve Bank of India (RBI) under Section 45 IA of the Reserve Bank of India Act, 1934. However, RBI does not accept any responsibility or guarantee about the present position as to the financial soundness of the company or for the correctness of any of the statements or representations made or opinions expressed by the company and for repayment of deposits / discharge of liabilities by the company.)
<b>Corporate Identification No. (CIN)</b>	U67120MH2007PTC174714
<b>Grievance Redressal Officer and Escalations</b>	<p>In case of any dispute or grievance, the client can directly reach out to the Grievance Redressal Officer (GRO) of the Company, on <a href="mailto:Divya.Murarka@morganstanley.com">Divya.Murarka@morganstanley.com</a>. Every case referred by a client on this email ID shall be dealt with by the GRO and resolved within 14 days from the date of receipt. The GRO will update the Board of MSIPD about the details of complaints received and resolved, if any.</p> <p>Further, in case the dispute or grievance is not responded to or resolved by the GRO within aforesaid period of 14 days, the client can escalate the dispute or grievance by writing to Chief Compliance Officer (CCO) of the Company at <a href="mailto:indiafidcomp@morganstanley.com">indiafidcomp@morganstanley.com</a></p> <p>This mechanism will ensure that any dispute or grievance arising out of the decision of one employee of MSIPD is heard and disposed off by another employee of MSIPD who is at a level higher than the employee who took the initial decision.</p> <p>If the complaint / dispute is not responded to or resolved within a period of one month, the client can escalate the complaint to the RBI Ombudsman and may lodge a complaint on the RBI portal <a href="https://cms.rbi.org.in/">https://cms.rbi.org.in/</a></p>

The clients can also refer to RBI's Ombudsman Scheme and other options available for lodging a complaint against the Company. For more details, clients can refer to: <https://rbi.org.in/Scripts/Complaints.aspx>

Following are the details of our Grievance Redressal Officer who can be approached by the customers for resolution of complaints against the Company.

Divya Murarka  
Grievance Redressal Officer

Direct: + 91 22 6995 4242  
Board: + 91 22 6118 1000

Email id: [Divya.Murarka@morganstanley.com](mailto:Divya.Murarka@morganstanley.com)

Escalations: [indiafidcomp@morganstanley.com](mailto:indiafidcomp@morganstanley.com)

Kunal Doshi  
Chief Compliance Officer

Direct: +91 22 6118 1508  
Board: +91 22 6118 1000

RBI Ombudsman  
<https://cms.rbi.org.in/>

A flow chart, explaining the escalation process along with relevant timelines, is included in the Appendix.

**Grievance Redressal Process Flowchart**

*Escalation process*

*Timelines for Escalation*

*(Relevant extract of Fair Practices Code)*

Grievance from any client



Grievance Redressal Officer (GRO)  
(Email:  
[Divya.Murarka@morganstanley.com](mailto:Divya.Murarka@morganstanley.com))

*Every case referred by a client on this email ID shall be dealt with by the GRO and resolved within 14 days from the date of receipt.*



Escalation to  
Chief Compliance Officer (CCO) of the  
Company  
(Email:  
[indiafidcomp@morganstanley.com](mailto:indiafidcomp@morganstanley.com))

*In case the dispute or grievance is not responded to or resolved by the GRO within aforesaid period of 14 days, the client can escalate the dispute or grievance by writing to Chief Compliance Officer (CCO) of the Company*

*This mechanism will ensure that any dispute or grievance arising out of the decision of one employee of MSIPD is heard and disposed off by another employee of MSIPD who is at a level higher than the employee who took the initial decision.*



Escalation to  
Reserve Bank of India  
through various modes

*If the complaint / dispute is not responded to or resolved within a period of one month, the client can escalate the complaint to the RBI Ombudsman in accordance with RBI Ombudsman Scheme (details available at <https://rbi.org.in/Scripts/Complaints.aspx> and/or may lodge a complaint on the RBI's Complaint Management System at <https://cms.rbi.org.in/>.*