

Grievance Redressal Process

- 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 at krishna.malu.ksm@gmail.com
- Alternatively, the Investor may call on +919422893394.
- A letter may also be written with their query/complaint and posted at the below mentioned address: Plot No 54 , Manakratan Nagar, Jalna, Maharashtra, 431203.
- The client can expect a reply within 21 days of approaching the Research Analyst.
- In case client is not satisfied with our response they can lodge grievance with SEBI at <https://scores.sebi.gov.in/> or may also write to the office of SEBI.
- After exhausting the above options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, they can initiate dispute resolution through the ODR Portal.
- For more details about the ODR mechanism, fees, timelines etc., kindly visit: <https://smartodr.in/login>
- Details of Compliance Officer:
 - Name : Krishnakumar Shrirang Malu
 - Contact No : 9422893394
 - Email : krishna.malu.ksm@gmail.com

Grievance Redressal/ Escalation Matrix to be displayed by Research Analysts:

To ensure timely resolution of client queries and grievances, the following contact details are provided:

| Details of designation | Contact Person Name | Address where the physical address location | Contact No. | Email-ID | Working hours when complainant can call |
|------------------------|---------------------|---|-------------|----------------------------|---|
| Customer Care | Krishnakumar Malu | Plot No 54 , Manakratan Nagar, Jalna, Maharashtra, 431203 | 9422893394 | krishna.malu.ksm@gmail.com | 9:00AM- 4:00PM |
| Head of Customer Care | Krishnakumar Malu | Plot No 54 , Manakratan Nagar, Jalna, Maharashtra, 431203 | 9422893394 | krishna.malu.ksm@gmail.com | 9:00AM- 4:00PM |
| Compliance Officer | Krishnakumar Malu | Plot No 54 , Manakratan Nagar, Jalna, Maharashtra, 431203 | 9422893394 | krishna.malu.ksm@gmail.com | 9:00AM- 4:00PM |
| CEO | | | | | |
| Principal Officer | Krishnakumar Malu | Plot No 54 , Manakratan Nagar, Jalna, Maharashtra, 431203 | 9422893394 | krishna.malu.ksm@gmail.com | 9:00AM- 4:00PM |