

Grievance Redressal Mechanism

We value your trust and are committed to addressing any concerns or complaints promptly and transparently. Clients may reach out to us through any of the following channels:

- Email: Write to us at jsgpatil@yahoo.com for any queries or grievances.
- Phone: Call us at +91- 9930601800 during working hours.
- Post: You may also send a written complaint to our registered office at: flat-1302, plot-4, alliaance icon chs, sec-8, ghansoli thane, NAVI MUMBAI, MAHARASHTRA, 400701

We aim to provide a resolution within 21 working days from the date of receiving your complaint.

Escalation Matrix

Below are the key contacts you may approach based on the nature or escalation level of your concern:

Designation	Contact Person Name	Office Address	Contact No.	Email ID	Working Hours
Customer Care					Mon-Fri, 10:00 AM - 6:00 PM
Head of Customer Care					Mon-Fri, 10:00 AM - 6:00 PM
Compliance Officer					Mon-Fri, 10:00 AM - 6:00 PM
CEO					Mon-Fri, 10:00 AM - 6:00 PM

Principal Officer					Mon-Fri, 10:00 AM - 6:00 PM
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Still Not Satisfied?

If your grievance remains unresolved even after contacting the above authorities:

1. Raise your concern through SEBI's SCORES Portal (SEBI Complaints Redress System):
<https://scores.sebi.gov.in/>
2. Still dissatisfied? Proceed to Online Dispute Resolution (ODR):
<https://smartodr.in>