

GRIEVANCE REDRESSAL ESCALATION MATRIX

Grievance Redressal Escalation Matrix

Details of Designation	Contact Person	Address	Contact No	Email ID	Working Hours when Complainant can call
Customer Care	Himanshu Sharma	16/1a British Indian Street, 5 th Floor, Room 5J, Kolkata – 700069	(M)7439836631	Advhimanshu13@gmail.com	10 AM to 4 PM
Head of Customer Care	Himanshu Sharma	16/1a British Indian Street, 5 th Floor, Room 5J, Kolkata – 700069	(M)7439836631	Advhimanshu13@gmail.com	10 AM to 4 PM
Compliance Officer	Himanshu Sharma	16/1a British Indian Street, 5 th Floor, Room 5J, Kolkata – 700069	(M)7439836631	Advhimanshu13@gmail.com	10 AM to 4 PM
CEO	Himanshu Sharma	16/1a British Indian Street, 5 th Floor, Room 5J, Kolkata – 700069	(M)7439836631	Advhimanshu13@gmail.com	10 AM to 4 PM
Principal Officer	Himanshu Sharma	16/1a British Indian Street, 5 th Floor, Room 5J, Kolkata – 700069	(M)7439836631	Advhimanshu13@gmail.com	10 AM to 4 PM

For any Grievances:

Grievance Redressal Mechanism

In accordance with the provisions of the SEBI (Research Analyst) Regulations, 2014, the following grievance redressal mechanism is available to clients:

Step 1: Direct Resolution with the Research Analyst

Clients are advised to first raise their grievance directly with the Research Analyst using the contact details provided on the official website or through the contact details mentioned below:

Name: Himanshu Sharma

Designation: SEBI Registered Research Analyst

Email: advhimanshu13@gmail.com

Website (Grievance Redressal & Escalation Matrix):

<https://himanshusharma.co.in/grievance-redressal-escalation-matrix/>

Step 2: Escalation to SEBI – SCORES Platform

If the grievance is not resolved satisfactorily at Step 1, the client may lodge a complaint through SEBI's SCORES (SEBI Complaints Redress System) platform:

SCORES Portal:<https://scores.sebi.gov.in/scores-home>

Step 3: Online Dispute Resolution (ODR)

In case the grievance remains unresolved, the client may avail the Online Dispute Resolution (ODR) mechanism through SEBI-recognised platforms:

SMART ODR Portal:<https://smartodr.in>

Important Instructions (Regulatory Compliance)

1. The Grievance Redressal & Escalation Matrix shall be prominently displayed at the office premises and on the official website of the Research Analyst.
2. In case of an Individual Research Analyst, the roles of Customer Care, Head of Customer Care, Compliance Officer, Chief Executive Officer (CEO), and Principal Officer may be performed by the same individual. In such cases, the details of the Compliance Officer and Principal Officer may be disclosed accordingly.
3. For an Individual Research Analyst, the Research Analyst shall act as both the Compliance Officer and the Principal Officer.
4. In case of a Non-Individual Research Analyst, the disclosure shall include details of the Compliance Officer, CEO, and Principal Officer, wherever applicable.
 - If Customer Care or Head of Customer Care functions are available, the relevant details may be provided.
 - If such functions are not applicable, the corresponding fields may be left blank.

Clients may also access SEBI's SCORES platform directly using the following link:

<https://scores.sebi.gov.in/scores-home>