***Grievance Redressal / Escalation Matrix***

**If you have a grievance, you can reach out to our Support Team for assistance.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Details of designation** | **Contact Person Name** | **Address where the physical address location** | **Contact No.** | **Email-ID** | **Working hours when complainant can call** |
| Customer Care |  |  |  |  | Mon-Sat09AM – 05 PM |
| Head of Customer Care | DIWAKAR GUPTA | 465/15C, DADIYAPURA, NEAR BAPU KA TAPU MEDICAL, JHANSI 284001, U.P. | 7880964983 | gdiwakar10br@gmail.com | Mon-Sat09AM – 05 PM |
| Compliance Officer | Praveen Kumar Tiwari | 465/15C, DADIYAPURA, NEAR BAPU KA TAPU MEDICAL, JHANSI 284001, U.P | 8960551639 | sungrowresearch@gmail.com | Mon-Sat09AM – 05 PM |
| CEO | PREMATA BISHT | 465/15C, DADIYAPURA, NEAR BAPU KA TAPU MEDICAL, JHANSI 284001, U.P. | 8982669812 | premlatabisht1968@gmail.com | **–** |
| Principal Officer | Praveen Kumar Tiwari | 465/15C, DADIYAPURA, NEAR BAPU KA TAPU MEDICAL, JHANSI 284001, U.P. | 8960551639 | sungrowresearch@gmail.com | Mon-Sat09AM – 05 PM |

*The abovementioned details would facilitate the complainants to approach the concerned RA before filing complaint to SEBI.For more details go to: -*

*https://www.bseindia.com/markets/MarketInfo/DispNewNoticesCirculars.aspx?page=20241209-41*

We aim to resolve all grievances within 21 working days from the date of receipt.

If your grievance is not resolved within this timeframe, you can escalate it to SEBI’s SCORES Platform (SEBI Complaints Redress System).

**SCORES Portal:** scores.sebi.gov.in.

In case you are unsatisfied with the resolution provided through our support or the SCORES platform, you can access the Online Dispute Resolution (ODR) Portal.

**ODR Portal:** smartodr.in