

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 Jaydeepkapuriya99@gmail.com.
- Alternatively, The Investor May Call On +91- 9624366550
- A Letter May Also Be Written With Their Query/complaint And Posted At The Below Mentioned Address: 301, 3rd Floor Sky View Opp Dreamland Party Plot, Sarthana Kamrej Main Road Varachha Road, Surat, Gujarat, 395006.
- 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:  Jaydeep Kapuriya
 +91- 9624366550
 jaydeepkapuriya99@gmail.com

Grievance Redressal/ Escalation Matrix To Be Displayed By Research Analysts:


Details Of Designation	Contact Person Name	Address Where The Physical Address Location	Contact No.	Email-ID	Working Hours When Complainant Can Call
Customer Care	Jaydeep Kapuriya	301, 3rd Floor Sky View Opp Dreamland Party Plot, Sarthana Kamrej Main Road Varachha Road, Surat, Gujarat, 395006	+91-9398381212	jaydeepkapuriya99@gmail.com	9 AM – 5 PM
Head of Customer Care	Jaydeep Kapuriya	301, 3rd Floor Sky View Opp Dreamland Party Plot, Sarthana Kamrej Main Road Varachha Road, Surat, Gujarat, 395006	+91-9398381212	jaydeepkapuriya99@gmail.com	9 AM – 5 PM
Compliance Officer	Jaydeep Kapuriya	301, 3rd Floor Sky View Opp Dreamland Party Plot, Sarthana Kamrej Main Road Varachha Road, Surat, Gujarat, 395006	+91-9398381212	jaydeepkapuriya99@gmail.com	9 AM – 5 PM
CEO	Jaydeep Kapuriya	301, 3rd Floor Sky View Opp Dreamland Party Plot, Sarthana Kamrej Main Road Varachha Road, Surat, Gujarat, 395006	+91-9398381212	jaydeepkapuriya99@gmail.com	9 AM – 5 PM
Principal Officer	Jaydeep Kapuriya	301, 3rd Floor Sky View Opp Dreamland Party Plot, Sarthana Kamrej Main Road Varachha Road, Surat, Gujarat, 395006	+91-9398381212	jaydeepkapuriya99@gmail.com	9 AM – 5 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).



 Jaydeep Kapuriya
 +91- 9624366550
 jaydeepkapuriya99@gmail.com

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.

