

## **Steps for Filing a Complaint/ Grievances**

### **Step 1: Contact Customer Service**

Any complaint or grievance shall be raised by sending an email on our designated email id [compliance@srishirdicapital.com](mailto:compliance@srishirdicapital.com)

### **Step 2: Resolution within prescribed Time Limit**

We aim to resolve your complaint within the prescribed time limit from the date of receipt.

### **Step 3: Escalation Matrix**

If your issue remains unresolved, you can escalate it to the next level(s).

#### **Escalation Levels:**

Level 2: Head of Customer Care | Contact No. 0866-2570164/167 | Email: [info@srishirdicapital.com](mailto:info@srishirdicapital.com)

Level 3: Compliance Officer | Contact No.9346235404 | Email: [hemanth@srishirdicapital.com](mailto:hemanth@srishirdicapital.com)

Level 4: CEO | Contact No. 9392102167 | Email: [dattu@srishirdicapital.com](mailto:dattu@srishirdicapital.com)

### **Step 4: End of the Procedure**

If your concern is addressed and resolved to your satisfaction, the complaint process ends here.

### **Step 5: Further Escalation**

If you are not satisfied with the resolution at any level, you have the option to escalate the matter to the next level as per the defined matrix.

### **Step 6: Escalation**

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with:

SEBI: <https://scores.gov.in/scores/Welcome.html>

NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>

BSE: <https://bsecrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

MCX: <https://www.mcxindia.com/Investor-Services>

NSDL: <https://www.epass.nsdl.com/frmLoginPageWebsiteComplaints.aspx>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

For Online dispute Resolution platform - <https://smartodr.in/login>