

# Grievance Redressal / Escalation Matrix

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

Customer Care	Nemesh Pandey	R9 218 Aashirwad Valley, Chakarbhata , Bilaspur (C.G) 495220	+91 92292 23422	nemeshpandey@gmail.com	Mon-Sat 09:15AM – 03:30 PM
Head of Customer Care	Nemesh Pandey	R9 218 Aashirwad Valley, Chakarbhata , Bilaspur (C.G) 495220	+91 92292 23422	nemeshpandey@gmail.com	Mon-Sat 09:15AM – 03:30 PM
Compliance Officer	Nemesh Pandey	R9 218 Aashirwad Valley, Chakarbhata , Bilaspur (C.G) 495220	+91 92292 23422	nemeshpandey@gmail.com	Mon-Sat 09:15AM – 03:30 PM
CEO	Nemesh Pandey	R9 218 Aashirwad Valley, Chakarbhata , Bilaspur (C.G) 495220	+91 92292 23422	nemeshpandey@gmail.com	Mon-Sat 09:15AM – 03:30 PM
Principal Officer	Nemesh Pandey	R9 218 Aashirwad Valley, Chakarbhata , Bilaspur (C.G) 495220	+91 92292 23422	nemeshpandey@gmail.com	Mon-Sat 09:15AM – 03:30 PM

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](https://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](https://smartodr.in).