

GRIEVANCE REDRESSAL/ESCALATION MATRIX

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

In case of any complain or query, please contact below:

Details of designation	Contact Person Name	Physical address location	Contact No.	Email-id	Working hours when complainant can call
Customer Care	Nikunj Gala	1301, Varun CHS, Pantnagar, Ghatkopar East, M-75	9082765273	nikunj@pararthyia.in	Mon-Sat 9 AM – 6 PM
Head of Customer Care	Nikunj Gala	1301, Varun CHS, Pantnagar, Ghatkopar East, M-75	9082765273	nikunj@pararthyia.in	Mon-Sat 9 AM – 6 PM
Compliance Officer	Ronak Gala	1301, Varun CHS, Pantnagar, Ghatkopar East, M-75	9082765273	team@pararthyia.in	Mon-Sat 9 AM – 6 PM
CEO	-	-	-	-	-
Principal Officer	Nikunj Gala	1301, Varun CHS, Pantnagar, Ghatkopar East, M-75	9082765273	nikunj@pararthyia.in	Mon-Sat 9 AM – 6 PM

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

In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.sebi.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link: <https://play.google.com/store/apps/details?id=com.sebi&hl=en>

ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market". A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>