



Grievance Escalation Matrix

Level	Details of	Contact Person	Address	Contact No.	Email ID
Level I	Customer Care	Sahib Taneja	C-103, Sector 65, Noida, Gautam Buddha Nagar, Uttar Pradesh, 201301	9999322422	fundadvisor@valueresearch.in
Level II	Grievance Officer	Deepa Mandhani		9999322422	grievanceofficer@valueresearch.in
Level III	Principal Officer	Ashutosh Gupta		9711400789	principalofficer@valueresearch.in

Operational/ Working Hours: 10:00 am to 6:00 pm- week days (except market holiday, Saturday and Sunday).

- Customer can write to Level I i.e. Customer care in case of any query/complaint.
- In absence of a response/complaint not addressed to customer's satisfaction, he/she may escalate the complaint to Level II i.e. Grievance Officer.
- If customer is dissatisfied with the response received from Level II, he/she may escalate the complaint to Level III i.e. Principal Officer.
- If still the complaint persists or stands unresolved, customer can lodge complaint with SEBI at <https://scores.sebi.gov.in>
- After exhausting all available options, if the complaint still not resolved, then customer can initiate dispute resolution through ODR portal at <https://smartodr.in/login>.