

Grievance Redressal Mechanism

We value your trust and are committed to addressing any concerns or complaints promptly and transparently. Clients may reach out to us through any of the following channels:

- Email: Write to us at raghavsebira@gmail.com for any queries or grievances.
- Phone: Call us at +91- 9810992306 during working hours.
- Post: You may also send a written complaint to our registered office at: D 391, Defence Colony, New Delhi, National Capital Territory of Delhi, 110024

We aim to provide a resolution within 21 working days from the date of receiving your complaint.

Escalation Matrix

Below are the key contacts you may approach based on the nature or escalation level of your concern:

Designation	Contact Person Name	Office Address	Contact No.	Email ID	Working Hours
Customer Care	Raghav Malik	D 391, Defence Colony, New Delhi, National Capital Territory of Delhi, 110024	9810992306	raghavsebira@gmail.com	Mon-Fri, 10:00 AM - 6:00 PM
Head of Customer Care	Raghav Malik	D 391, Defence Colony, New Delhi, National Capital Territory of Delhi, 110024	9810992306	raghavsebira@gmail.com	Mon-Fri, 10:00 AM - 6:00 PM
Compliance Officer	Raghav Malik	D 391, Defence Colony, New Delhi, National	9810992306	raghavsebira@gmail.com	Mon-Fri, 10:00 AM - 6:00 PM

		Capital Territory of Delhi, 110024			
CEO	Raghav Malik	D 391, Defence Colony, New Delhi, National Capital Territory of Delhi, 110024	9810992306	raghavsebira@gmail.com	Mon-Fri, 10:00 AM - 6:00 PM
Principal Officer	Raghav Malik	D 391, Defence Colony, New Delhi, National Capital Territory of Delhi, 110024	9810992306	raghavsebira@gmail.com	Mon-Fri, 10:00 AM - 6:00 PM

Still Not Satisfied?

If your grievance remains unresolved even after contacting the above authorities:

1. Raise your concern through SEBI's SCORES Portal (SEBI Complaints Redress System):
<https://scores.sebi.gov.in/>
2. Still dissatisfied? Proceed to Online Dispute Resolution (ODR):
<https://smartodr.in>