

Grievance Redressal / Escalation Matrix

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

Details of designation	Contact Person Name	Address	Contact No.	Email ID	Working hours
Compliance Officer	Mahesh Pratap Singh	D1-501 Lunkad Zodiac, Satyam Marg, Konark Nagar, Clover Park, Viman Nagar, Pune, Maharashtra 411014, India	+91 99231 93724	mahesh.singh@qortle.ai	Mon–Fri, 9:00 AM – 5:00 PM
Principal Officer	Devendra Laxmichand Gosar	D1-501 Lunkad Zodiac, Satyam Marg, Konark Nagar, Clover Park, Viman Nagar, Pune, Maharashtra 411014, India	+91 72489 70477	devendra.gosar@qortle.ai	Mon–Fri, 9:00 AM – 5:00 PM

The abovementioned details would facilitate the complainants to approach the concerned Research Analyst before filing a complaint to SEBI.

We aim to resolve all grievances within **21 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

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