

## Grievance Redressal for Investment Advisers

1. In case of any complain or query:

Please contact our compliance officer Mr. Madhuker Priyesh, email id – [compliance.officer@handauncle.com](mailto:compliance.officer@handauncle.com) and phone no +91 63642 74232

You may also approach CEO/ IA - Mr. Vikas Bansal, Email ID: [principal.officer@handauncle.com](mailto:principal.officer@handauncle.com) and Phone No. +91 11 4084 6943

2. In case you are not satisfied with our response you can lodge your grievance with SEBI at <https://scores.sebi.gov.in/> or you may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from this link: <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

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/>

**Escalation Matrix for Investment Advisers**

<b>Details of designation</b>	<b>Contact Person Name</b>	<b>Address where the physical address location</b>	<b>Contact No.</b>	<b>Email-Id</b>	<b>Working hours when complainant can call</b>
Customer Care	Mr. Anurag Singh	Om Chambers, 648/A, 4th Floor, Binnamangala 1st Stage, Indiranagar, Bangalore, Karnataka-560038	+91 11 40846943	investment.advisor@handauncle.com	Mon – Fri 9:30 am – 6 pm
Head of Customer Care	Mr. Anurag Singh		+91 11 4084 6943	investment.advisor@handauncle.com	Mon – Fri 9:30 am – 6 pm
Compliance Officer	Mr. Madhuker Priyesh		+91 63642 74232	Compliance.officer@handauncle.com	Mon – Fri 9:30 am – 6 pm
CEO & Principal Officer	Mr. Vikas Bansal		+91 11 4084 6943	Principal.officer@handauncle.com	Mon – Fri 9:30 am – 6 pm

## **Grievance Redressal Mechanism (for Accessibility Issues)**

In compliance with the SEBI circular, Hijli Investment Advisor Private Limited has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

### 1. Dedicated Channels

- Email: [accessibility@handauncle.com](mailto:accessibility@handauncle.com)
- Helpline: +91 11 40846943 (operational Mon–Fri, 9:30 AM – 6:00 PM)
- Web Form: Available on [www.hijliadvisors.com/accessibility](http://www.hijliadvisors.com/accessibility)

### 2. Process

- All accessibility-related grievances will be acknowledged within 2 working days.
- Resolution/response will be provided within 15 working days.
- Complex issues requiring longer timelines will be communicated clearly to the complainant.

### 3. Escalation Matrix

- Level 1: Nodal Officer (Mr. Vikas Bansal, Email: [nodalofficer@handauncle.com](mailto:nodalofficer@handauncle.com), Contact: +91 11 40846943)
- Level 2: Compliance Head (Mr. Madhuker Priyesh, Email: [compliance.officer@handauncle.com](mailto:compliance.officer@handauncle.com), Contact: +91 63642 74232)