

## Smart ODR

(<https://smartodr.in/intermediary/login>)

### Complaint Registration Procedure

Complaint Process In case you need to file a complaint regarding our APs, Employees or the Company, you may either send a written complaint to 5/6 Hind Rajasthan Chambers, 6 Oak Lane, Fort, Mumbai 400 001 or send an email on **[babu@nayaissue.com](mailto:babu@nayaissue.com)**.

1. We shall generate the complaint number and send it to you via email.
2. You can ask for the redressal stage of the complaint quoting the complaint number / ticket number.
3. The Compliance Officer shall forward your issue / query / complaint to the concerned department and the resolution of the same will be communicated to you via email within 21 working days from the date of receipt of such issue / query / complaint.
4. Once resolved the complaint number / ticket number will stand closed.
5. In case you are not satisfied with the resolution, you may escalate the matter to the Exchange and then SEBI as per the escalation matrix.

### Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email ID
Customer care	Nilesh Kadam	5/6 Hind Rajasthan Chambers, 3 <sup>rd</sup> floor, 6 Oak Lane, Fort, Mumbai – 400 001.	66145641	kadam@nayaissue.com
Head of Customer Care	Giridhar Parab	5/6 Hind Rajasthan Chambers, 3 <sup>rd</sup> floor, 6 Oak Lane, Fort, Mumbai – 400 001.	66145650	parab@nayaissue.com
Compliance officer	Ramesh Baliya	5/6 Hind Rajasthan Chambers, 3 <sup>rd</sup> floor, 6 Oak Lane, Fort, Mumbai – 400 001.	66145645	babu@nayaissue.com
CEO	Amit Jasani	5/6 Hind Rajasthan Chambers, 3 <sup>rd</sup> floor, 6 Oak Lane, Fort, Mumbai – 400 001.	66145678	amit@nayaissue.com

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/scscores/%20Welcome.html> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>.

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.