

Grievance Redressal / Escalation Matrix

If you have a grievance, you can reach out to:

Details of Designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Tarun Rokadiya	301 Heritage Opus, Near Green Acres, Opp Auda Lake Prahladnagar, Ahmedabad, Gujarat, 380015	+91 9925001701	tarun@risewell.in	Mon-Fri 10 AM – 05 PM
Head of Customer Care					
Compliance Officer					
CEO					
Principal Officer					

I aim to resolve all grievances within 21 working 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