Grievance Redressal Process and Escalation Matrix

Objective: To ensure that every client query and complaint is acknowledged, resolved within the time prescribed by SEBI, recorded, disclosed and, where unresolved, escalated through SCORES and the Online Dispute Resolution mechanism, as required by the Master Circular and the notices of BSE (RAASB).

1. How to raise a query or complaint

- Email: support@equivision.co.in (preferred) or compliance@equivision.co.in
- Telephone: +91 84331 20624 (Monday to Friday, 10:00 to 18:00 IST)
- Post: Nikhil Singh Gangwar, Research Analyst, EquiVision Consulting, H No. 149, Mega Dream Homes, Mini Bypass Road, Bareilly, Uttar Pradesh 243122
- Complaints may also be lodged through the smallcase platform's support channel; such complaints are forwarded to the RA and handled under this process.

2. Escalation Matrix

Level	Contact person	Contact details	When to use
Level 1 – Customer care	Nikhil Singh Gangwar	support@equivision.co.in | +91 84331 20624	First contact for any query or complaint
Level 2 – Head of customer care / Compliance Officer	Nikhil Singh Gangwar (Research Analyst, discharging the compliance function)	compliance@equivision.co.in | +91 84331 20624	If no response within 7 days, or the response at Level 1 is unsatisfactory
Level 3 – Principal Officer / Proprietor	Nikhil Singh Gangwar	nikhilgangwar81@gmail.com | +91 95723 84277	If the matter is not resolved within 21 days of the original complaint
Level 4 – SEBI SCORES	SEBI	https://scores.sebi.gov.in | SEBI toll-free 1800 22 7575 / 1800 266 7575	If not satisfied with the RA's resolution, or no resolution within the prescribed time
Level 5 – Online Dispute Resolution	SMART ODR Portal	https://smartodr.in	If the grievance remains unresolved after SCORES, in accordance with the SEBI Master Circular on Online Resolution of Disputes

Note: as the RA is registered as an individual with no employees, the same person is responsible at Levels 1 to 3. The levels define the time at which a client is entitled to escalate, and the record that the RA maintains at each stage.

3. Process and Timelines

- Every complaint is entered in the complaint register on the day it is received, with a unique reference number, and acknowledged to the client within 2 working days with the reference number and the expected resolution date.
- The RA investigates and gives a written resolution within 21 days of receipt, or earlier where the matter is simple. If more time is needed for a reason outside the RA's control, the client is informed in writing before the 21st day with the reason and the revised date.
- A complaint received through SCORES is resolved and the Action Taken Report submitted on SCORES within the time prescribed by SEBI (currently 21 days), and the client is informed of the right to seek review and to use ODR.
- Where a client initiates ODR, the RA participates in conciliation and arbitration in accordance with the Master Circular and complies with the award.
- A complaint is closed only when the client is informed of the resolution and either confirms satisfaction or does not revert within 15 days of the resolution letter; closure is recorded.

4. Disclosure and Records

- The complaint data for each month (received, resolved, pending, pending beyond the prescribed time, and the average resolution time) is published on the website in the format prescribed by SEBI by the 7th of the following month, together with the trend data for the preceding months and financial years.
- The Investor Charter for Research Analysts is displayed on the website and provided to clients at onboarding.
- The complaint register, correspondence, resolutions, SCORES and ODR records are retained for five years.

5. Review

- This process and the escalation matrix are reviewed annually and whenever the contact details change; any change is updated on the website and intimated to RAASB within the prescribed time.

Details of Compliance Officer

- Name: Nikhil Singh Gangwar (Research Analyst; compliance function discharged by the RA himself)
- Contact No.: +91 84331 20624
- Email: compliance@equivision.co.in / support@equivision.co.in

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Signed by: Nikhil Singh Gangwar. Reason: Grievance Redressal. Location: Bareilly, India. Date: 14-Oct-2026.