

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 where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Jitender Kumar	A -15, Second Floor, Hauz Khas, New Delhi 110016	+91 9868333294	ops@alphasnr.com	Mon-Sat 09AM – 05 PM
Head of Customer Care	--	--	--	--	--
Compliance Officer	Jitender Kumar	A -15, Second Floor, Hauz Khas, New Delhi 110016	+91 9868333294	ops@alphasnr.com	Mon-Sat 09AM – 05 PM
CEO	Manoj Sharma	A -15, Second Floor, Hauz Khas, New Delhi 110016	+91 9873485885	ops@alphasnr.com	Mon-Sat 09AM – 05 PM
Principal Officer	Jitender Kumar	A -15, Second Floor, Hauz Khas, New Delhi 110016	+91 9868333294	ops@alphasnr.com	Mon-Sat 09AM – 05 PM

The abovementioned details would facilitate the complainants to approach the concerned IA before filing complaint to SEBI. For more details go to: -

<https://www.bseindia.com/markets/MarketInfo/DispNewNoticesCirculars.aspx?page=20241209-41>

We 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