Grievance Redressal / Escalation Matrix

If you have a grievance, you can reach out 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	**Siddharth Dwarkani**	3105, Asteria – B, Courtyard, Pokhran Road 2, Thane, Maharashtra, 400610	+91 8291107826	planwithsid@gmail.com	Mon-Sat 09AM – 05 PM
Head of Customer Care	--	--	--	--	--
Compliance Officer	**Siddharth Dwarkani**	3105, Asteria – B, Courtyard, Pokhran Road 2, Thane, Maharashtra, 400610	+91 8291107826	planwithsid@gmail.com	Mon-Sat 09AM – 05 PM
CEO	--	--	--	--	--
Principal Officer	**Siddharth Dwarkani**	3105, Asteria – B, Courtyard, Pokhran Road 2, Thane, Maharashtra, 400610	+91 8291107826	planwithsid@gmail.com	Mon-Sat 09AM – 05 PM

The abovementioned details would facilitate the complainants to approach the concerned IA/RA 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