

## Grievance Redressal System

We, Chadha Investment Consultant Pvt Ltd Separately Identifiable Division - Investment Adviser division (CICPL-SID-IA Division) , are dedicated to the prosperity of our clients by following our aim of adding meaning to finances and adding time to your life. In the event of a complaint regarding our services, we would be more than happy to address and solve it in the most proficient manner.

In case of any grievance/complaint against CICPL-SID-IA Division, please contact the:

**Grievance email id:** [riafeedback@chadhainvestment.com](mailto:riafeedback@chadhainvestment.com)

**Compliance Officer:** Mr Radhe Shyam Mandal

**Email id:** [service@chadhainvestment.com](mailto:service@chadhainvestment.com)

**Contact Details:** +91-9818281631

**Registered Office:** R-5 Ansal Chambers-I No:3 Bhikaiji Cama Place New Delhi-110066

**Correspondence Office:** R-5 Ansal Chambers-I No:3 Bhikaiji Cama Place New Delhi-110066

You may also approach Principal Officer, Mr S Kannan:

**Principal Officer:** Mr. S Kannan

**Email id:** [kannan@chadhainvestment.com](mailto:kannan@chadhainvestment.com)

**Contact Details:** +91-9810848001

## **Escalation Matrix**

Details of Designation	Contact Person Name	Address where the Physical Address Location	Contact No.	Email ID	Working Hours When Complainant Can Call
Grievance Officer	Ms Meeta Das	R-5 Ansal Chambers-I No:3 Bhikaiji Cama Place New Delhi-110066	9289021454	<a href="mailto:rbippf@chadhainvestment.com">rbippf@chadhainvestment.com</a>	10 am to 6 pm
Compliance Officer	Mr Radhe Shyam Mandal	R-5 Ansal Chambers-I No:3 Bhikaiji Cama Place	9818281631	<a href="mailto:service@chadhainvestment.com">service@chadhainvestment.com</a>	10 am to 6 pm

		New Delhi-110066			
Principal Officer	Mr S Kannan	R-5 Ansal Chambers-I No:3 Bhikaiji Cama Place New Delhi-110066	9810848001	<a href="mailto:kannan@chadhainvestment.com">kannan@chadhainvestment.com</a>	10 am to 6 pm
Director/CEO	Maj Ashish Chadha Retd.,	R-5 Ansal Chambers-I No:3 Bhikaiji Cama Place New Delhi-110066	9810026530	<a href="mailto:ashish@chadhainvestment.com">ashish@chadhainvestment.com</a>	10 am to 6 pm

If not satisfied with the response of CICPL-SID-IA Division, you can lodge your grievances with SEBI at <https://scores.sebi.gov.in> or you may also write to any of the offices of SEBI.

For any queries, feedback, or assistance, please contact the SEBI Office on the toll-free helpline at 1800227575 or 18002667575. The toll-free helpline service is available on all days from 9:00 a.m to 6:00 p.m (excluding declared holidays).

The toll-free helpline service is available to investors from all over India and is in 8 languages viz. English, Hindi, Marathi, Gujarati, Tamil, Bengali, Telugu, Kannada

### **Smart ODR Platform**

Investors can also file their grievances through (Online Dispute Resolution) ODR platform <https://smartodr.in>

Details of the complainant like PAN, email, and mobile number is necessary for creating login in the ODR Portal. Relevant documents pertaining to the complainant need to be uploaded. However, one of the prerequisites to file a complaint in SMART ODR is that investor has to take up the complaint with the intermediary CICPL-SID-IA Division before opting for ODR.