

Grievance Redressal

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to devraj@redwoodadvisors.in. Alternatively, the Investor may call on +91 9819412345
2. A letter may also be written with their query/complaint and posted at the below mentioned address: B-56, VIP Estate, Shankar Nagar, Raipur, Chhattisgarh, 492007
3. In case you are not satisfied with our response you can lodge your grievance with SEBI at [Home - scores.sebi.gov.in](https://scores.sebi.gov.in) or you may also write to any of the offices of SEBI.

ODR Portal could be accessed if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market". A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link – <https://smartodr.in/>

Contact Person	Address	Contact	Email id
Devraj Dhagat	B-56, VIP Estate, Shankar Nagar, Raipur, Chhattisgarh, 492007	91 98194 12345	devraj@redwoodadvisors.in

Grievance Redressal Mechanism – Accessibility Compliance (SEBI Circular dated July 31, 2025)

In compliance with the SEBI circular, **Devraj Dhagat** has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels

- **Email:** devraj@redwoodadvisors.in, dhagatdevraj@gmail.com
- **Helpline:** +91-98194 12345 (operational Mon–Fri, 9:30 AM – 6:00 PM)
- **Web Form:** At the second page

2. Process

- All accessibility-related grievances will be acknowledged within **2 working days**.
- Resolution/response will be provided within **15 working days**.
- Complex issues requiring longer timelines will be communicated clearly to the complainant.

Accessibility Grievance Redressal Form

(In compliance with SEBI Circular dated July 31, 2025)

Instructions:

Please complete this form and send it by email to devraj@redwoodadvisors.in or by post to: B-56, VIP Estate, Shankar Nagar, Raipur, Chhattisgarh, 492007.

1. Full Name: _____

2. Email Address: _____

3. Phone Number: _____

4. Type of Disability (if applicable):

☐ Visual Impairment

☐ Hearing Impairment

☐ Mobility Impairment

☐ Cognitive Disability

☐ Other: _____

☐ Prefer not to say

5. Grievance / Complaint:

6. Supporting Documents Attached (if any):

☐ Yes

☐ No

Declaration:

I hereby declare that the information provided above is true and correct to the best of my knowledge.

Signature: _____

Date: ____ / ____ / ____