



## INVESTOR GRIEVANCE REDRESSAL

The Investor may lodge their grievance/ complaint -

- By emailing to [jaideep.merchant@janakmerchantsecurities.com](mailto:jaideep.merchant@janakmerchantsecurities.com) and [mf@janakmerchantsecurities.com](mailto:mf@janakmerchantsecurities.com)
- Through SCORES (SEBI Complaints Redress System) via <https://scores.gov.in/>  
  
Scores mobile Application <https://scores.gov.in/scores/Welcome.html> | IOS App | [Google Play](#)
- Through SMART ODR (Securities Market Approach for Resolution Through ODR Portal) via <https://smartodr.in/login> which will help investors access efficient dispute resolution fully online.

For more details, please refer SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145 dated July 31, 2023 (Updated as on August 4, 2023) titled “Master Circular for Online Resolution of Disputes in the Indian Securities Market”. [https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)