

Grievance Redressal Mechanism Policy for Accessibility Issues

In compliance with the SEBI circular, Goldvest Capital Services Pvt Ltd has established a dedicated Grievance Redressal Mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels

- Email: amar@goldvest.in
- Helpline: +91-7702464660 (operational Mon–Fri, 9:30 AM – 6:00 PM)

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.

3. Escalation Matrix-

- Level1:Nodal Officer Ms.Indu Sharma Email: indu.sharma@goldvest.in,
Contact: 7702464660
- Level 2: Director Name-Amarendra Hanumanula, Email- amar@goldvest.in
- Contact : 7702464660

