

GRIEVANCE REDRESSAL PROCEDURE FOR INVESTORS UNDER SEBI REGULATIONS

➤ Step 1: Initial Contact with Customer Care:

Email [pms@omnisciencecapital.com](mailto:pms@omnisciencecapital.com)  
Telephone +91 9004560540  
Response Time Within 10 days

➤ Step 2: Escalation to the Grievance Officer:

If unresolved, escalate to:

Email [grievance@omnisciencecapital.com](mailto:grievance@omnisciencecapital.com)  
Telephone +91 9320816319  
Response Time Within 10 days

➤ Step 3: Filing a Complaint with SEBI via SCORES:

Investors must first contact Omniscience Capital to resolve grievances. If unresolved, complaints can be escalated to SEBI via:

- SCORES platform : <https://scores.sebi.gov.in/scores-home/>
- SEBI Toll-Free Helpline : 1800 266 7575 or 1800 22 7575
- Written communication to SEBI

Conditions:

- Must first contact Omniscience Capital
- Complaint must be filed within 1 year of the issue.

SCORES Access:

- SCORES SEBI on the Google Play (<https://play.google.com/store/search?q=scores+sebi&c=apps> )
- SEBISCORES on the Apple Store (<https://apps.apple.com/in/app/sebiscORES/id6478849917> )

Review Option (Post-SCORES Closure):

If an investor remains unsatisfied with the outcome of their complaint on the SCORES platform:

- They may request a one-time review within 15 days of the complaint’s closure.
- If the issue remains unresolved after the review, it will be escalated to a supervising official at SEBI for further examination

➤ Step 4: Online Dispute Resolution (ODR):

If an investor remains still dissatisfied after filing a complaint with SCORES, they may proceed to the Smart ODR (<https://smartodr.in/login> ) Portal for alternative dispute resolution.

➤ Additional Grievance Options

If a grievance remains unresolved after exhausting all prior steps, including review and escalation:

- Omniscience Capital and the investor may mutually agree to resolve the dispute through conciliation and arbitration .
- This process will be conducted under the provisions of the Arbitration and Conciliation Act, 1996 .
- The terms and procedures will follow those outlined in the respective Client Agreements between the Investor and Omniscience Capital.

CONTACT INFORMATION FOR GRIEVANCE REDRESSAL

For all inquiries or to file a grievance, investors may contact the following representatives of Omniscience Capital either in writing or in person at their registered office located at Awfis, 1st Floor, B-Wing, Parinee Crescenzo, G-Block, BKC, Bandra (East), Mumbai – 400051, during business hours, Monday to Friday, from 9:30 AM to 6:00 PM .

Escalation Matrix			
Designation	Contact Person Name	Contact No.	Email-ID
Customer Care	Shubham Solanki	+91 9004560540	<a href="mailto:pms@omnisciencecapital.com">pms@omnisciencecapital.com</a>
Head of Customer Care	Shubham Solanki	+91 9004560540	<a href="mailto:pms@omnisciencecapital.com">pms@omnisciencecapital.com</a>
Compliance Officer	Chanchal Manglunia	+91 9320816319	<a href="mailto:grievance@omnisciencecapital.com">grievance@omnisciencecapital.com</a>
CEO	Vikas V Gupta	+91 9987681967	<a href="mailto:vikas.gupta@omnisciencecapital.com">vikas.gupta@omnisciencecapital.com</a>
Principal Officer	Ashwini Shami	+91 9892140540	<a href="mailto:ashwini.shami@omnisciencecapital.com">ashwini.shami@omnisciencecapital.com</a>