

## **GRIEVANCE REDRESSAL PROCEDURE FOR INVESTORS UNDER SEBI REGULATIONS**

### ➤ **Step 1: Initial Contact with Customer Care:**

**Email** [info@omnisciencecapital.com](mailto:info@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**.

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Escalation Matrix			
Designation	Contact Person Name	Contact No.	Email-ID
Customer Care	Shubham Solanki	+91 9004560540	<a href="mailto:info@omnisciencecapital.com">info@omnisciencecapital.com</a>
Head of Customer Care	Shubham Solanki	+91 9004560540	<a href="mailto:info@omnisciencecapital.com">info@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	Vikas V Gupta	+91 9987681967	<a href="mailto:vikas.gupta@omnisciencecapital.com">vikas.gupta@omnisciencecapital.com</a>