

GRIEVANCE REDRESSAL PROCEDURE FOR INVESTORS UNDER SEBI REGULATIONS

➤ Step 1: Initial Contact with Customer Care:

Email 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
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	Kalpesh Parmar	+91 9004560540	pms@omnisciencecapital.com
Head of Customer Care	Kalpesh Parmar	+91 9004560540	pms@omnisciencecapital.com
Compliance Officer	Chanchal Manglunia	+91 9320816319	grievance@omnisciencecapital.com
CEO	Vikas V Gupta	+91 9987681967	vikas.gupta@omnisciencecapital.com
Principal Officer	Ashwini Shami	+91 9892140540	ashwini.shami@omnisciencecapital.com