



Grievance Redressal Mechanism (for Accessibility Issues)

Grievance Redressal Mechanism – Accessibility Compliance (SEBI Circular dated July 31, 2025)

In compliance with the SEBI circular, Nikunj Stock Brokers Ltd. has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels

- **Email:** ig.nikunj@nikunjonline.com
- **Helpline:** +91-8209479124 (operational Mon–Fri, 9:30 AM – 6:00 PM)

2. Process

- All accessibility-related grievances will be acknowledged within **5 working days**.
- Resolution/response will be provided within **21 working days**.
- Complex issues requiring longer timelines will be communicated clearly to the complainant.

3. Escalation Matrix

- Level 1: Investor Relation Officer (Mr. Khush Banthia, Email: khushbanthia@nikunjonline.com Contact: +91-8209479124)
- Level 2: Compliance Officer (Ms. Monika, Email: complianceofficer@nikunjonline.com Contact: +91-8700240043)
Ms. Monika is also a Nodal Officer for Digital Accessibility.
- Level 3: Principal Officer (Mr. Pramod Sultania, Email: pramodsultania@nikunjonline.com, Contact: +91-9811322534)