



Annexure B – Grievance Redressal Mechanism (for Accessibility Issues)

Guardian Capital Investment Advisors Private Limited | SEBI Investment Adviser Reg. No.: INA200005380 | AMFI ARN-109818

Reference: SEBI Circular No. SEBI/HO/ITD-1/ITD_VIAP/P/CIR/2025/111 dated July 31, 2025 – Rights of Persons with Disabilities Act, 2016 and rules made thereunder: mandatory compliance by all Regulated Entities

In compliance with the above-referenced SEBI circular, Guardian Capital Investment Advisors Private Limited has established a dedicated grievance redressal mechanism to receive, track and resolve accessibility-related complaints from persons with disabilities (PwDs) in respect of its digital platforms.

1. Dedicated Channels

Channel	Details
Email	info@gcia.in
Helpline	+91 6302488012 (operational Monday to Friday, 9:15 AM – 6:00 PM IST)
Web Form	-
Postal	8th Floor, Phoenix Lithop Building, Plot No.573 (D3, E3 & F3), Road Number 1, Jubilee Hills, Hyderabad, Telangana – 500033

2. Process

- All accessibility-related grievances will be acknowledged within 2 working days of receipt.
- A resolution or substantive response will be provided within 15 working days of receipt.
- Where a complaint is complex and requires a longer timeline, the revised timeline and the reasons for it will be communicated clearly to the complainant in writing.
- All grievances received, together with their status and date of closure, will be recorded in the accessibility grievance register maintained by the Nodal Officer.

3. Escalation Matrix

Level	Designation	Name	Email	Contact Number
Level 1	Nodal Officer – Digital Accessibility	Ms. Rinku Jain	rinku.jain@[GCIA domain]	+91 8019446055
Level 2	Compliance Officer / Director	Kartik Damodar	kartik@gampms.in	+91 7075040022

Note: In accordance with the SEBI circular, where no officer has been separately designated as the Nodal Officer for digital accessibility, the Compliance Officer (or the Proprietor, as applicable) shall be deemed to be the Nodal Officer.

4. Recourse to SEBI

If a complainant is not satisfied with the response received, or does not receive a response within the timelines stated above, the complaint may be escalated to the Securities and Exchange Board of India through the SCORES platform at www.scores.sebi.gov.in, or through the SEBI toll-free helpline.

This Annexure forms part of the digital accessibility compliance documentation of Guardian Capital Investment Advisors Private Limited and is subject to periodic review.

Version: Approved by: [Name, Designation] Date of approval: [DD/MM/YYYY]

CIN:

GUARDIAN CAPITAL INVESTMENT ADVISORS PRIVATE LIMITED

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