
Grievance Redressal Mechanism (for Accessibility Issues)

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

In compliance with the SEBI circular, **Green Portfolio Private Limited** has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels

- **Email:** pwdpms@greenportfolio.co
- **Helpline:** +91-9013518609 (operational Mon–Fri, 9:30 AM – 6:00 PM)

2. Process

- All accessibility-related grievances will be acknowledged within **2 working days**.
- Resolution/response will be provided within **15 working days**.
- Complex issues requiring longer timelines will be communicated clearly to the complainant.

3. Escalation Matrix

- Level 1: Nodal Officer (Mr. Divam Sharma, Email: divam@greenportfolio.co, Contact: +91-9971133005)
- Level 2: Director (Anuj Jain, Email: anuj@greenportfolio.co, Contact: +91-9968937100)