

At Clearmind, we value our clients and are committed to providing prompt, fair, and effective resolution to all grievances. We adhere to the guidelines prescribed by the Securities and Exchange Board of India (SEBI) for both Research Analyst (RA) and Portfolio Management Services (PMS) activities. Our goal is to ensure transparency, accountability, and client satisfaction through a well-defined escalation process.

1. Research Analyst (RA) Grievance Redressal

- **Email:** admin@clearmind.com
- **Resolution Timeline:** Within 15 Working Days
- **If unresolved:** Clients may escalate to SEBI through the SCORES platform (<https://scores.gov.in>)

2. Portfolio Management Services (PMS) Grievance Redressal

- **Email:** admin@clearmind.com
- **Resolution Timeline:** Within 30 Working Days
- **If unresolved:** Clients may escalate to SEBI through the SCORES platform (<https://scores.gov.in>)

3. Grievance Redressal / Escalation Matrix

Details of Designation	Contact Person Name	Address where the physical address location	Contact No.	Email-Id	Working hours complainant can call
Compliance Officer	Sandeep Meher	106, 1st Floor, Petrol Pump, Jewel Square Mall, Koregaon Park, Pune, Maharashtra 411001	+91 94239 78362	admin@clearmind.com	9 AM - 5 PM
Principal Officer	Karthik Parekh	106, 1st Floor, Petrol Pump, Jewel Square Mall, Koregaon Park, Pune, Maharashtra 411001	+91 98211 31633	admin@clearmind.com	9 AM - 5 PM
CEO	Punam Kucheria	106, 1st Floor, Petrol Pump, Jewel Square Mall, Koregaon Park, Pune, Maharashtra 411001	+91 93728 10916	pkucheria@gmail.com	9 AM - 5 PM