Annexure B- Grievance Redressal Mechanism (for Accessibility Issues)

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

In compliance with the SEBI circular, **Clockvine Capital Advisors Pvt Ltd** has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. **Dedicated Channels**
    - **Email:** accessibility@clockvinecapital.com
    - **Helpline:** +91- 919819066213 (operational Mon–Fri, 9:30 AM – 6:00 PM)
    - **Web Form:** https://clockvinecapital.com
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. Jasdeep Walia, Email: nodalofficer@clockvinecapital.com, Contact: +91- 9819066213)
    - Level 2: Director (Ms. Bhawna Lakhotia, Email: bhawna.lakhotia@gmail.com, Contact: +91-9930765812)