

**GRIEVANCE REDRESSAL MECHANISM FOR DIGITAL ACCESSIBILITY COMPLIANCE
IN ACCORDANCE OF “RIGHTS OF PERSONS WITH DISABILITIES ACT, 2016”**

In compliance with the SEBI Circular SEBI/HO/ITD-1/ITD_VIAP/P/CIR/2025/111 dated July 31, 2025, Shannon Advisors Private Limited has established a dedicated grievance redressal mechanism to address accessibility related complaints from persons with disabilities (PwDs).

Dedicated Channels

- Email: grievance@shannon.co.in
- Helpline: +91 1142758011 (Monday – Saturday, 11:00 AM – 6:00 PM)

In case of any grievance/ complaints against the Merchant Banker, please contact us via email, post, or telephone. All grievances are handled strictly according to the **Escalation Matrix** as given below:

Escalation

- **Compliance Officer/ Nodal Officer (Level I)**
Mr. Ravi Bomdhare
Address: 902, IX Floor, New Delhi House, 27 Barakhamba Road,
Connaught Place, New Delhi – 110001
Email Id: grievance@shannon.co.in
Phone No: +91 1142758011

- **Director (Level II)**
Mr. Pavan Kumar Agrawal
Address: 902, IX Floor, New Delhi House, 27 Barakhamba Road,
Connaught Place, New Delhi – 110001
Email Id: pavan@shannon.co.in
Phone No: +91 1142758011

Resolution Timeline

- All accessibility related grievances will be acknowledged within 2 working days.
- Resolution/ response will be provided within 10 – 15 working days.
- Complex issues requiring longer timelines will be communicated clearly to the complainant.