

How to Resolve Your Grievances At EquityPandit?

At EquityPandit, we are dedicated to providing excellent service to our customers. If you encounter an issue, please follow these simple steps to resolve your grievance effectively:

Steps to Resolve Your Grievances:

1. **Initial Contact (Level 1: Customer Care):**
Start by contacting our Customer Care team. If the issue is not resolved promptly, you can escalate it to the next level.
2. **Escalate to Head of Customer Care (Level 2):**
If you are not satisfied with the resolution, you can escalate to the Head of Customer Care for further assistance.
3. **Grievance Officer (Level 3):**
If the issue is still unresolved, you may approach the Grievance Officer for further review and resolution.
4. **Compliance Officer (Level 4):**
If you are still not satisfied, you can escalate your grievance to the Compliance Officer for resolution.
5. **Principal Officer (Level 5):**
If the matter remains unresolved, the Principal Officer will take the necessary actions to address your concerns.
6. **CEO/MD (Level 6):**
If you are not satisfied with the outcome at the previous levels, you can escalate the matter to the CEO/MD for a final review and decision.

Escalation Matrix

Address:

209 - The Galleria, Near Sanjeev Kumar Auditorium, Pal, Adajan, Surat, Gujarat - 395009

Level	Designation	Contact Person Name	Contact No.	Email ID	Working Hours
Level 1	Customer Care	Mr. Shrey Jani	9157770421	support@equitypandit.com	9:45 AM to 6:00 PM
Level 2	Head of Customer Care	Ms. Krupali Parekh	7574838892	support@equitypandit.com	10:00 AM to 6:00 PM
Level 3	Grievance Officer	Ms. Karishma V	8000816688	karishma.vadsariya@equitypandit.com	10:30 AM to 5:30 PM
Level 4	Compliance Officer	Ms. Urvashi Agrawal	8000816688	compliance@equitypandit.com	11:00 AM to 5:30 PM
Level 5	Principal Officer	Mr. Kamlesh Sachar	8000816688	management@equitypandit.com	11:00 AM to 5:00 PM
Level 6	CEO/MD	Ms. Abha Parakh	8000816688	admin@equitypandit.com	10:00 AM to 5:00 PM

Contact Us

If you have any further questions or issues, please reach out to the relevant contact from the escalation matrix above. We are here to assist you and ensure that your grievances are resolved promptly.