



ELBEE SECURITIES PVT.LTD.
19, R. N. MUKHERJEE ROAD,
2nd FLOOR, EASTERN BUILDING,
KOLKATA :700001.
T: +91 33 2243 0710
F: +91 33 2242 0959
Email: info@elbeesecurities.com

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

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

1. Dedicated Channels

- Email: help.elbeesec@gmail.com
- Helpline: +91-9830057026 (operational Mon-Fri, 9:30 AM - 6:00 PM)
- Web Form: <https://forms.gle/XCiZGJx1t6mVK4bS8>

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**
 - Name: Mr. Manish Agarwal
 - Email: manish@elbeesecurities.com
 - Contact: +91-9830057026
- **Level 2: Director**
 - Manoj Kumar Agarwal
 - Email: manoj@elbeesecurities.com
 - Contact: +91-9830037526