

Grievance Redressal Mechanism (for Accessibility Issues)

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

In compliance with the SEBI circular, **RIGHT HORIZONS PORTFOLIO MANAGEMENT PRIVATE LIMITED** has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels

- **Email:** grievance@righthorizons.com
- **Helpline:** +918050593005 (operational Mon–Fri, 9:30 AM – 5.30 PM)
- **Web Form:** Available on www.righthorizons.com/accessibility

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: Rachna Rego
Email: rachna@righthorizons.com
Contact: +91-9845399780
- Level 2: Principal Officer
Name: Nibha Valsan
Email Id: nibha.valsan@righthorizons.com
Contact: +91- 8105628248