

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, GRIFFIN FAMILY OFFICE has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels
 - o Email: ravi@griffincap.in
 - o Helpline: +91-9611666699 (operational Mon–Fri, 9:30 AM – 6:00 PM)
 - o Web Form: Available on www.griffincap.in/family-office.php
2. Process
 - o All accessibility-related grievances will be acknowledged within 2 working days.
 - o Resolution/response will be provided within 15 working days.
 - o Complex issues requiring longer timelines will be communicated clearly to the complainant.
3. Escalation Matrix
 - o Level 1: Nodal Officer (Mr./Ms. Ravi Narayan, Email: ravi@griffincap.in, Contact: +91-9611666699)
 - o Level 2: Compliance Head / Director / Partner , Name: Ravi Narayan, Email: ravi@griffincap.in, Contact: +91-9611666699