



# PYRIFERA INVESTMENT ADVISORS

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## Grievance Redressal Process

### Objectives

To ensure timely and transparent resolution of grievances, thereby fostering investor trust and confidence in our services.

Investor queries and complaints serve as an important voice of the investor, and this policy outlines a structured framework for grievance handling

### Principles of Grievance Redressal Policy

Our Grievance Redressal Policy is guided by the following principles:

- Investors will be treated fairly and respectfully at all times.
- All complaints raised by investors will be addressed with courtesy and in a timely manner.
- Queries and complaints will be handled efficiently and impartially.
- Investment advisors and employees are expected to act in good faith and without prejudice, always keeping the best interests of the investors in mind.

### Grievance Redressal Mechanism

Clients may raise queries or complaints due to:

- Lack of understanding of services or products.
- Perceived deficiency in service delivery.

Service deficiencies may include:

- Inadequate explanation or clarification provided.
- Gaps in understanding that lead to unmet expectations.
- Shortfalls in service standards, whether due to limited resources or unsatisfactory staff behaviour toward clients.

### How to Contact Us

If you have any grievances or require assistance, please contact the following:

- Compliance Officer: Ms. Srujana Oruganti  
Email: [compliance@pyriferaaresearch.com](mailto:compliance@pyriferaaresearch.com)  
Phone: +91 8712371908



[hello@pyriferaaresearch.com](mailto:hello@pyriferaaresearch.com)



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- RA (Relationship Associate): Mr. Phani Pavan Oruganti  
Email: [Pavan@pyriferaresearch.com](mailto:Pavan@pyriferaresearch.com)  
Phone: +91 9908413092
- Required Information:
  - Full Name
  - Contact Details (Phone, Email)
  - Brief Description of the Grievance
  - Relevant Documents (if applicable)

The grievance will be reviewed by our Compliance Officer. We aim to resolve grievances in within 15-30 working days from the date of receipt, depending on the nature of the complaint. In case of additional info needed, Investor will be informed promptly and the resolution maybe extended by 7 working days, subject to investor consent.

In case you are not satisfied with our response you can lodge your grievance with SEBI at or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI office on Toll Free Helpline at 1800 22 7575/ 1800 266 7575.

### Disclaimer

Pyrifera Investment Advisors (Pyrifera Research) endeavours to resolve all grievances in good faith and within the stipulated timelines. However, the resolution process may vary depending on the complexity of the grievance and the availability of supporting information.



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