

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, VARUN HARESH DODHIA PROPRIETOR OF LIGHT YEAR ADVISORY has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels

- o Email: advice@lightyearadvisory.com
- o Helpline: +91-7046730917 (operational Mon–Fri, 9:30 AM – 6:00 PM)
- o Web Form: Available on www.lightyearadvisory.com/accessibility

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. Varun Hareesh Dodhia, Email: advice@lightyearadvisory.com, Contact: +91-7046730917)