

In compliance with the SEBI circular, **MULTI-ACT TRADE AND INVESTMENTS PRIVATE LIMITED** has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. **Dedicated Channels**

- o Email: compliance@multi-act.com
- o Helpline: 022-61408989 (operational Mon – Fri, 9:30 AM – 6:00 PM)

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. Amol Mahadik, Email: amol.mahadik@multi-act.com, Contact No: +91-9664132791)
- o Level 2: Director – Mr. Sanjeevkumar W Karkamkar, Email: sanjay.karkamkar@multi-act.com and Contact No: +91-9833831698