



INVESTOR GRIEVANCE ESCALATION MATRIX (for NSDL DP ID – IN301524 & CDSL DP ID – 15500)
(Only for clients under custodian relationship)

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Head of Client Servicing	Mr Pervez Elavia	3A Floor, Parinee Crescenzo Plot no. C-38 & 39, G-Block, BKC, Bandra [E] Mumbai- 400051	022 6115 7126	Pervez.Elavia@sc.com	Mon – Fri: 10 am to 1 pm and 2 pm to 6.30 pm
Compliance Officer	Mr. Santosh Gore	3A Floor, Parinee Crescenzo Plot no. C-38 & 39, G-Block, BKC, Bandra [E] Mumbai- 400051	022 6115 8291	Santosh.Gore@sc.com	
CEO	Mr. PD Singh	3A Floor, Parinee Crescenzo Plot no. C-38 & 39, G-Block, BKC, Bandra [E] Mumbai- 400051	022 6115 8412	CEO.India@sc.com	

In the absence of response /complaint not addressed to your satisfaction, you may lodge a complaint:

- With NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> OR
- With CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> OR
- With SEBI at <https://scores.gov.in/scores/Welcome.html>

Notes:

1. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal
2. Any complaints/query other than those pertaining to Custodian relationship clients will be ignored.