

INVESTOR GRIVEANCES

SEBI - Online registration of complaint / grievance on SCORES

<https://www.sebi.gov.in>

SMART ODR Portal (Securities Market Approach for Resolution Through ODR Portal):

<https://smartodr.in/login>

Escalation Matrix (Annexure A)

As required under Circular No. SEBI/HO/MIRSD-PoD-1/P/CIR/2023/72 dated 08th June 2023.

In the absence of a response/complaint not addressed to your satisfaction, you may escalate your complaint in the sequence of Escalation Matrix mentioned in the table below with a time gap of 15 days for each escalation.

Sr.No	Details	Contact Person	Contact No	Email Id
1	Customer Care	Mr.S K Pathak	011-41406149	helpdeskdelhi@mcsregistrars.com
		Mr. Tapas Rai	033-40724051	helpdeskkol@mcsregistrars.com
		Mr. Madhukar Parse	022-28516021	helpdeskmm@mcsregistrars.com
		Mr. Jagdish	079-26580461	helpdeskahmd@mcsregistrars.com
2	Head of Customer Care	Mr. Narender Negi	011-41406151	admin@mcsregistrars.com
3	Compliance Officer	Mr. Anil Shinde	022-28516021	anils@mcsregistrars.com
4	COO	Mr. Subodh Vichare	022-28516021	subodh@mcsregistrars.com

Working hours: Monday–Friday, 10:00 AM – 5:30 PM IST (excluding public holidays in India).