**INVESTOR GRIVEANCES**

**SEBI - Online registration of complaint / grievance on SCORES**

[https://www.sebi.gov.in](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](mailto:helpdeskdelhi@mcsregistrars.com) |
|  |  | Mr. Tapas Rai | 033-40724051 | [helpdeskkol@mcsregistrars.com](mailto:helpdeskkol@mcsregistrars.com) |
|  |  | Mr. Madhukar Parse | 022-28516021 | [helpdeskmum@mcsregistrars.com](mailto:helpdeskmum@mcsregistrars.com) |
|  |  | Mr. Jagdish | 079-26580461 | [helpdeskahmd@mcsregistrars.com](mailto:helpdeskahmd@mcsregistrars.com) |
| 2 | Head of Customer Care | Mr. Subodh Vichare | 022-28516021 | [helpdeskdelhi@mcsregistrars.com](mailto:helpdeskdelhi@mcsregistrars.com) |
|  |  |  |  |  |
| 3 | Compliance Officer | Mr. Anil Shinde | 022-28516021 | [anils@mcsregistrars.com](mailto:anils@mcsregistrars.com) |
|  |  |  |  |  |
| 4 | COO | Mr. Subodh Vichare | 022-28516021 | [subodh@mcsregistrars.com](mailto:subodh@mcsregistrars.com) |