

INVESTOR GRIEVANCE ESCALATION MATRIX

Details of	Contact Person	Address	Contact No. & Working Hrs.	Email Id
Client Servicing	Mr. Sumeet Upadhyay	Voltas House, A" block Shed, Ground and Mezzanine floors, T.B Kadam Marg, Chinchpokli, Mumbai – 400033.	022-68545555 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays)	Trading Related: helpdesk@sbicapsec.com ,, Demat Related: dp.grievance@sbicapsec.com
Head of Client Servicing	Ms. Ujjwala S Khatkhate	Voltas House, A" block Shed, Ground and Mezzanine floors, T.B Kadam Marg, Chinchpokli, Mumbai – 400033.	022-69316508 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays)	complaints@sbicapsec.com
Compliance Officer	Mr. Rajiv Kejriwal	Marathon Futurex, Block B, Unit 1201, N M Joshi Marg, Lower Parel (East), Mumbai 400013.	022-69316510 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays)	compliance@sbicapsec.com
Chief Business Officer (CBO)	Mr. Suresh Shukla	Marathon Futurex, Block B, Unit 1201, N M Joshi Marg, Lower Parel (East), Mumbai 400013.	022-69316596 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays)	CBO@sbicapsec.com
MD & CEO	Mr. Deepak Kumar Lalla	Marathon Futurex, Block B, Unit 1201, N M Joshi Marg, Lower Parel (East), Mumbai 400013.	022-69316624 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays)	escalations@sbicapsec.com

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI, NSE, BSE & CDSL on below mentioned links:

Regulators	Link to Lodge a Complaint
SEBI	https://www.scores.gov.in/scores/Welcome.html
NSE	https://investorhelpline.nseindia.com/NICEPLUS/
BSE	https://bsecrec.bseindia.com/ecomplaint/frmlInvestorHome.aspx
CDSL	https://www.cdslindia.com/Footer/grievances.aspx
Online Resolution of Disputes (ODR)	https://smartodr.in/intermediary/login

Note:- Please quote your service Ticket/Complaint Ref. No. while raising your complaint at SEBI SCORES/Exchange and Depository Portal.

Key Managerial Personnel & Compliance Officer Details

Sr. No.	Name of the Individual	Designation	Mobile Number	Email
1	Deepak Kumar Lalla	Managing Director & CEO	022 -69316624	escalations@sbicapsec.com
2	Sushant Kumar Das	Whole-Time Director & Chief Financial Officer	022-69316604	escalations@sbicapsec.com
3	Dhanashri Kenkre	Company Secretary	022-69316612	cs@sbicapsec.com
4	Rajiv Kejriwal	Compliance officer	022-69316510	complaints@sbicapsec.com