

Investor Grievance - Escalation Matrix

Details of	CONTACT PERSON	REGISTERED ADDRESS	CONTACT No.	EMAIL ID	WORKING HOURS
Customer care	Ms. Ashwini Balle	ITI House, 36, Dr. R. K. Shirodkar Marg, Parel, Mumbai - 400 012	022-6909 3666	customercare@itiorg.com	Monday to Friday: 9:30 am to 06:00 pm
Head of Customer Care	Mr. Subhash Shirke		022-69053132	subhash@itiorg.com	Monday to Friday: 9:30 am to 06:00 pm
Compliance Officer-Broking	Mr. Mahesh R Tamboli		022-69093794	compliance@itiorg.com	Monday to Friday: 10:00 am to 06:30 pm
Compliance Officer -DP	Mr. Milind Karanjekar		022 69053139/41	dp@itiorg.com	Monday to Friday: 9:30 am to 06:00 pm
Chief Executive Officer (CEO)	Mr. C R Muniraju		022-69093600	cr.muniraju@itiorg.com	Monday to Friday: 9:30 am to 06:00 pm

Grievance/Complaint email id of ITI SBL : igsb@itiorg.com

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

SEBI at : <https://scores.gov.in/scores/Welcome.html> or

For DP related : CDSL at : <https://www.cdslindia.com/Footer/grievances.aspx> or

For Trading related : NSE at : <https://investorhelpline.nseindia.com/NICEPLUS/> or

BSE at : <https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx> or

Market Infrastructure – www.smartodr.in

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal / Depository portal