

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
Head of DP & KYC	Mr. Milind Karanjekar		022 69053139/41	dp@itiorg.com	Monday to Friday: 9:30 am to 06:00 pm
Compliance Officer	Mr. Mahesh R Tamboli		022-69093748	compliance@itiorg.com ; igsb@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

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/frmlInvestorHome.aspx> or

For Commodity related : MCX at : <https://www.mcxindia.com/Investor-Services>

For Online Dispute Resolution (ODR) : <https://smartodr.in>

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