

INVESTOR GRIEVANCE ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email ID	Working Hours (Monday to Saturday)
Customer Care	Mrs. Pratima Rana	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725555	grievance@jainam.in	8.30 A.M. to 7.00 P.M.
Head of Customer Care	Mrs. Hetal Modi	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725555	hetal.modi@jainam.in	10.00 A.M. to 6.30 P.M.
Compliance Officer	Mr. Omprakash Singh	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725545	compliance@jainam.in	10.00 A.M. to 6.30 P.M.
CEO/ MD	Mr. Milanbhai Parikh	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725545	compliance@jainam.in	10.00 A.M. to 6.30 P.M.

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>

NSE at <https://investorhelpline.nseindia.com/NICEPLUS>

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

CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

Please quote complaint ref no. while raising your complaint at SEBI SCORES / Exchange portal.