

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	Mr. Dhaval Panchal	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725522	dhaval.panchal@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 / Vice - President	Mr. Dilip Morakhia	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725550	dilip.morakhia@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.