

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	customercare@jainam.in	9.00 A.M. to 7.00 P.M.
Head of Customer Care	Mr. Nirav Kansariwala	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725555	partnerdesk@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 SCORES 2.0 at <https://scores.sebi.gov.in/>

Smart ODR at <https://smartodr.in/login>

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.

INVESTOR GRIEVANCE ESCALATION MATRIX - MUTUTAL FUNDS

Details of	Contact Person	Address	Contact No.	Email ID	Working Hours (Monday to Saturday)
Customer Care	Mr. Chirag Patel	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725555	mutualfund@jainam.in	10.00 A.M. to 6.30 P.M.
Head of the Department	Mr. Kartik Shah	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725555	Kartik.shah@jainam.in	10.00 A.M. to 6.30 P.M.
Compliance Officer	Mr. Omparkash 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.
Whole Time Director	Mrs. Vidhi 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.

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