INVESTOR GRIEVANCE ESCALATION MATRIX

Particular	Contact Person	Address	Contact No.	Email ID	Working Hours (Monday to Friday)	Working Hours (Saturday)
Customer Care	Mrs. Pratima Rana	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007 Gujarat, India.	02616725555 (Extn. 19)	customer.care@jainam.in	9:30 A.M. to 18:30 P.M.	10.00 A.M. to 16.00 P.M.
Head of Customer Care	Mr. Jay Shah	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007 Gujarat, India.	0261-6725333	csdescalation@jainam.in	9:30 A.M. to 18:30 P.M.	10.00 A.M. to 16.00 P.M.
Compliance Officer	Mr. Omprakash Singh	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007 Gujarat, India.	02616725555 (Extn. 608)	compliance@jainam.in	9:30 A.M. to 18:30 P.M.	10.00 A.M. to 16.00 P.M.
Chairman and Managing Director	Mr. Milan Parikh	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007 Gujarat, India.	0261-6725555	corp@jainam.in	9:30 A.M. to 18:30 P.M.	10.00 A.M. to 16.00 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
- BSE at https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx
- MCX at https://www.mcxindia.com/Investor-Services
- NCDEX at https://ncdex.com/investor_complaint
- CDSL at https://www.cdslindia.com/Footer/grievances.aspx
- NSDL at https://www.epass.nsdl.com/complaints/websitecomplaints.aspx

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