

### Annexure A

#### Grievance Redressal Escalation Matrix (Only for Demat Operations)

Details of	Contact Person	Address	Contact No	Email id	Working Hours
Customer Care	Ms. Shital Nalawade	1st floor, Peoples Education Society Building, Ram Maruti Road Naupada Thane (W) - 400602	022 - 61398662	<a href="mailto:capitalsupport@tjsb.co.in">capitalsupport@tjsb.co.in</a>	Mon- Sat 10.30 am to 6:00 pm ( 2nd & 4th Saturday holiday)
Head of Customer Care	Mr. Harpreet Chhabra	1st floor, TJSB House, Plot B 5, Wagle Estate Road No 2, Wagle Estate, Thane (West) - 400 604	022 - 69368500	<a href="mailto:capitalcare@tjsb.co.in">capitalcare@tjsb.co.in</a>	Mon- Sat 10.30 am to 6:00 pm ( 2nd & 4th Saturday holiday)
Compliance Officer	Ms. Janhavi Masurkar	1st floor, Peoples Education Society Building, Ram Maruti Road Naupada Thane (W) - 400602	022 - 61398660	<a href="mailto:capitalcompliance@tjsb.co.in">capitalcompliance@tjsb.co.in</a>	Mon- Sat 10.30 am to 6:00 pm ( 2nd & 4th Saturday holiday)
CEO	Mr. Nikhil Arekar	TJSB House, Plot B 5, Wagle Estate Road No 2, Wagle Estate, Thane (West) -400 604	022 - 69368500	<a href="mailto:capitalceo@tjsb.co.in">capitalceo@tjsb.co.in</a>	Mon- Sat 10.30 am to 6:00 pm ( 2nd & 4th Saturday holiday)

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with

- NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or
- SEBI at <https://scores.gov.in/scores/Welcome.html> .

Please quote your complaint Ref No. while raising your complaint at Depository/SEBI SCORES portal.