

Annexure A

Grievance Redressal Escalation Matrix (Only for Demat Operations)

Details of	Contact Person	Address	Contact No	Email id
Customer Care	Ms Shital Nalawade	1 st floor Peoples Education Society Building Ram Maruti Road Naupada Thane (W) - 400602	022-61398662	capitalsupport@tjsb.co.in
Head of Customer Care(Chief Compliance Officer)	Ms Asmita Sule	Ground Floor, TJSB House , Plot B 5 ,Wagale Estate Road No 2, Wagale Estate , Thane (West) - 400 604	022-69368500	capitalcare@tjsb.co.in
Compliance Officer	Ms.Janhavi Masurkar	1 st floor Peoples Education Society Building Ram Maruti Road Naupada Thane (W) - 400602	022-61398660	capitalcompliance@tjsb.co.in
CEO	Mr.Nikhil Nandkumar Arekar	TJSB House, Plot No. 5B, Road No. 2, Wagle Estate, Thane (W) - 400 604.	022-69368500	capitalceo@tjsb.co.in

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.