

## ANNEXURE A

## FORMAT FOR ESCALATION MATRIX:

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	MAHESH SHIRGAONKAR	1/A, ALLI CHAMBERS, MEDOWS STREET, FORT, MUMBAI – 400 001	022-35756728	<a href="mailto:Rbk585@rbksbl.com">Rbk585@rbksbl.com</a>	M TO F 9.AM TO 12.30 PM 2.00 PM TO 6.00 PM
Head of customer care	NAVIN UPADHYAY	1/A, ALLI CHAMBERS, MEDOWS STREET, FORT, MUMBAI – 400 001	022-22652646 022-22651529	<a href="mailto:Rbksbl585@gmail.com">Rbksbl585@gmail.com</a>	M TO F 9.AM TO 12.30 PM 2.00 PM TO 6.00 PM
Compliance officer	ANIL GUPTA	1/A, ALLI CHAMBERS, MEDOWS STREET, FORT, MUMBAI – 400 001	022-20825585	<a href="mailto:anil@rbksbl.com">anil@rbksbl.com</a>	M TO F 9.AM TO 12.30 PM 2.00 PM TO 6.00 PM
CEO	PRIYANK KHANDELWAL	1/A, ALLI CHAMBERS, MEDOWS STREET, FORT, MUMBAI – 400 001	022-22696178 022-22690019	<a href="mailto:priyank@rbksbl.com">priyank@rbksbl.com</a>	M TO F 9.AM TO 12.30 PM 2.00 PM TO 6.00 PM

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

- SEBI at <https://scores.gov.in/scores/Welcome.html>
- Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>
- CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

Please quote your Service Ticket / Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.