

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.	0261-6725555 (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. Anil Mishra	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725555 (Extn. 611)	compliance@jainam.in	9:30 A.M. to 18:30 P.M.	10.00 A.M. to 16.00 P.M.
Designated Director	Mr. Jainam 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>
- MCX at <https://www.mcxindia.com/Investor-Services>
- NCDEX at https://ncdex.com/investor_complaint