

Annexure A

Investor Grievance Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Nilesh Mhaskar	601 – 602, 6th Floor, INIZIO Business Centre Premises, Cardinal Gracious Road, Chakala, Andheri (East), Mumbai-400099.	Direct Number: 022-67236035 Working Hours: Monday – Friday: 9.00 AM. to 6.00 PM. Saturday (1st , 3rd & 5th) – 10.00 AM to 2.00 PM.	nilesh.mhaskar@kcsecurities.com support@kcsecurities.com
Head of Customer care	Rupal Angane	601 – 602, 6th Floor, INIZIO Business Centre Premises, Cardinal Gracious Road, Chakala, Andheri (East), Mumbai-400099.	Direct Number 022-67236180 Working Hours: Monday – Friday: 9.00 AM. to 6.00 PM. Saturday (1st , 3rd & 5th) – 10.00 AM to 2.00 PM.	rupal.angane@kcsecurities.com
Compliance Officer	Ajay M. Shah	601 – 602, 6th Floor, INIZIO Business Centre Premises, Cardinal Gracious Road, Chakala, Andheri (East), Mumbai-400099.	Direct Number 022-67236051 Working Hours: Monday – Friday: 9.00 AM. to 6.00 PM. Saturday (1st , 3rd & 5th) – 10.00 AM to 2.00 PM.	ajay.shah@kcsecurities.com
CEO	Vishnu Tibrewala	601 – 602, 6th Floor, INIZIO Business Centre Premises, Cardinal Gracious Road, Chakala, Andheri (East), Mumbai-400099.	Direct Number 91-8652630092 Working Hours: Monday – Friday: 9.00 AM. to 6.00 PM. Saturday (1st , 3rd & 5th) – 10.00 AM to 2.00 PM.	vishnu.tibrewala@kcsecurities.com

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI, NSE, BSE & CDSL on below links mentioned

SEBI	https://scores.sebi.gov.in/
NSE	https://investorhelpline.nseindia.com/NICEPLUS/
BSE	https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx
MCX	https://www.mcxindia.com/Investor-Services
CDSL	https://www.cdslindia.com/Footer/grievances.aspx

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