

## Annexure A

### **Escalation Matrix:**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email Id</b>
Customer care	Manoj Sharma/Shiv Kumar/Pankaj	B-78 3 <sup>rd</sup> Floor, Defence Colony,New Delhi-110024	011- 46059438/011- 46059434/011- 46059452 (Mon-Fri 9:00 AM to 5 PM)	accounts@jyotipo rtfolio.com
Head of Customer care	Himanish Aggarwal	B-78 3 <sup>rd</sup> Floor, Defence Colony,New Delhi-110024	011-46059433 (Mon-Fri 9:00 AM to 5PM)	himanish@jyotip ortfolio.com
Compliance Officer	Garima Agarwala	B-78 3 <sup>rd</sup> Floor, Defence Colony,New Delhi-110024	011-46059412 (Mon-Fri 10:00 AM to 4PM)	garima@jyotipor tfolio.com
CEO	Deepak Agarwala	B-78 3 <sup>rd</sup> Floor, Defence Colony,New Delhi-110024	011-46059446 (Mon-Fri 9:00 AM to 5 PM)	Deepak@jyotipor tfolio.com

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or MCX at <https://www.mcxindia.com/Investor-Services>

or NCDEX [https://ncdex.com/investor\\_complaint](https://ncdex.com/investor_complaint)

or NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>

or CDSL at <https://www.cdsindia.com/Footer/grievances.aspx>

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