

Common Escalation Matrix – Stock Broker & DP

Details of	Contact Person	Address	Direct Contact No.	Email Id	Operational / Working Hours
Customer care	Mrs. Neha	A-92,GF, Kamla Nagar, Delhi-110007	011-47030000/01	Nikunjstock@gmail.com	9:30 AM – 6:30 PM (Monday to Friday)
Head of Customer Care	Mrs. Monika	A-92,GF, Kamla Nagar, Delhi-110007	011-47030017/18	Monika@nikunjonline.com	9:30 AM – 6:30 PM (Monday to Friday)
Compliance Officer	Mrs. Sangeeta Sultania	A-92,GF, Kamla Nagar, Delhi-110007	011-47030016	Sangeetasultania@nikunjonline.com	9:30 AM – 6:30 PM (Monday to Friday)
Chief Executive Officer (CEO)	Mr. Pramod Kumar Sultania	A-92,GF, Kamla Nagar, Delhi-110007	011-47030015	Pramodsultania@nikunjonline.com	9:30 AM – 6:30 PM (Monday to Friday)

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchanges and Depositories at :

For NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>

For BSE: <https://bseecrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

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

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

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