

Grievance Redressal Mechanism

StockHolding Services Limited (Formerly SHCIL Services Limited)

Dear Investor,

In case of any grievance/complaint against the StockHolding Services Limited for its Stock Broking, Depository Participant Activity, Portfolio Management and Research Analyst.

You may contact as per the escalation matrix mentioned below:

- **E-mail ID for Customer Desk:**

Regarding queries related to Contract Notes, Ledger Statement, Client Master Report, Capital Gain Statement, Profit and Loss Statement etc.

Contact Person	Ms. Shikha Jindal /Ms. Sakshi Pol
E-mail ID	customerdesk@stockholdingservices.com
Contact Number	080-69850100

- **First Level of Escalation / Grievance:**

Contact Person	Mr. Gaurav Srivastava
Stock Broking & allied activities	grievances@stockholdingservices.com
Depository Participant & allied activities	dp.grievance@stockholdingservices.com
Portfolio Activities	grievances@stockholdingservices.com
Research Analyst Activities	grievances@stockholdingservices.com
Contact Number	022-61778661

- **Second Level of escalation in case of Non-satisfaction at the First Level:**

Compliance Officer	Ms.Poonam Chhikara
E-mail ID	ssl.compliance@stockholdingservices.com
Contact Number	022-61778605

- **If not satisfied with the response of StockHolding Services Limited, you may contact the concerned Stock Exchange / Depository at the following:**

Web Address		Contact No.	E-mail ID
BSE	www.bseindia.com	022-22728517	isc.mumbai@bseindia.com
NSE	www.nseindia.com	022-26598191	ignse@nse.co.in
MCX	www.mcxindia.com	022-67318888	grievance@mcxindia.com
CDSL	www.cdslindia.com	1800-200-5533	complaints@cdslindia.com
NSDL	www.nsdl.co.in	1800-1020-990	relations@nsdl.co.in

You may also register your complaint on	https://scores.gov.in/scores/Welcome.html
Smart Online Dispute Resolution Portal (Smart ODR)	https://smartodr.in/login

Escalation Matrix Annexure A

Details Of	Contact Person	Address	Contact No.	E-mail ID
Customer Care	Ms. Shikha Jindal Ms. Sakshi Pol	SHCIL House, Plot No. P- 51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai – 400 710.	080-6985010	customerdesk@stockholdingservices.com
Head of Customer Care	Mr. Rajiv Somaiya	Same as above	022-61778622	Rajiv.Somaiya@stockholdingservices.com
Compliance Officer	Ms. Poonam Chhikara	Same as above	022-61778605	ssl.compliance@stockholdingservices.com
MD & CEO	Mr. Prabhat Kumar Dubey	Same as above	022-61778633	md_desk@stockholdingservices.com

- NSE Complaints: <https://investorhelpline.nseindia.com/NICEPLUS/>.
- BSE Complaints: <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>
- MCX Complaints: <https://www.mcxindia.com/Investor-Services>
- 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>
- Please quote your Service Ticket/Complaint Ref No while raising your complaint at SEBI SCORES/Exchange portal
- Smart Online Dispute Resolution Portal (Smart ODR) - <https://smartodr.in/login>
- Working Hours: 9:00 AM to 5:30 PM