

## 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 and Depository Participant activity, 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.

E-mail ID : customerdesk@stockholdingservices.com  
Contact No. : 022-61778680

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

Contact Person : Mr. Gaurav Srivastava  
Stock broking and allied activities : grievances@stockholdingservices.com  
Depository Participant and allied activities : dp.grievances@stockholdingservices.com  
Contact No. : 022-61778661

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

Compliance Officer : Mr. Rajneesh Singh  
E-mail ID : rajneesh\_singh@stockholding.com  
Contact No. : 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>

**“Escalation Matrix”  
“Annexure A”**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No</b>	<b>E-mail id</b>
Customer Care	Rajiv Somaiyya	StockHolding Services Limited, SHCIL House, Plot No. P- 51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai - 400 710.	022-61778622	customerdesk@stockholdingservices.com
Head of Customer Care	Vinay Singh	Same as above	022-61778606	vinay.singh@stockholding.com
Compliance Officer	Rajneesh Singh	Same as above	022-61778605	rajneesh_singh@stockholding.com
MD & CEO	Sanjay Pote	Same as above	022-61778603	md_desk@stockholdingservices.com
CFO	Hemang Ladani	Same as above	022-61778607	hemang.ladani@stockholdingservices.com

- 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
- Working Hours : 9:00 AM to 5:30 PM