



SHCIL Services Limited

Grievance Redressal Mechanism

Dear Investor, In case of any grievance / complaint against the **SHCIL services Limited** for its Stock Broking and Depository Participant activity you may contact as per the escalation matrix mentioned below:-

- **Email id for Helpdesk:** helpdesk@shcilservices.com (regarding queries related to Contract notes, Ledger statement, Client master report, Capital gain statement, Profit and Loss statement etc.
Contact Person: Mr. Rohit Pawar
Contact Details: 9082615780

First Level of escalation /grievance

- Please contact Grievance department of the Stock Broker/ Depository Participant.

Email id for Stock broking and allied activity: greivance@shcilservices.com

Email id for depository Participant Activity of Shcil Services ltd:
dp.greivance@shcilservices.com

Contact Person: Mr. Gaurav Srivastava

Contact Details: 7905907293

Second Level of escalation if you are not satisfied with grievance department response.

- Please contact Compliance Officer of the Stock Broker/ Depository Participant Mr. Rajneesh Singh
Email id: Rajneesh_singh@stockholding.com
Phone: 022-61778605

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

Web Address	Contact No	Email-id
BSE	www.bseindia.com	Is.c.mumbai@bseindia.com
NSE	www.nseindia.com	ignse@nse.co.in
MCX	www.mcxindia.com	grievance@mcxindia.com
CDSL	www.cdslindia.com	complaints@cdslindia.com
NSDL	www.nsdl.co.in	relations@nsdl.co.in

- You may also register your complaint on <https://scores.gov.in/>.

“Annexure A”

Escalation Matrix

Details of	Contact Person	Address	Contact No	Email id
Customer Care	Rajiv Somaiya	SHCIL Services Ltd Plot No. P-51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai - 400 710	022-61778622	helpdesk@shcilservices.com
Head of Customer care	Vinay Singh	SHCIL Services Ltd Plot No. P-51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai - 400 710	022-61778606	vinay.singh@stockholding.com
Compliance Officer	Rajneesh Singh	SHCIL Services Ltd Plot No. P-51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai - 400 710	022-61778605,	rajneesh_singh@stockholding.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>
- or Exchange at <https://bsecregs.bseindia.com/ecomplaint/frminvestorHome.aspx>
- Please quote your Service Ticket/Complaint Ref No while raising your complaint at SEBI SCORES/Exchange portal.