



Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	Nihar Mondal	12,India Exchange Place, Jute House, 3 rd Floor,Kolkata-700001	033-46045885	ig@bahubali.in	10 AM to 5 PM (Mon-Fri) 10 AM to 1 PM (Sat)
Head of Customer care	Ramesh Halder	12,India Exchange Place, Jute House, 3 rd Floor,Kolkata-700001	033-46023670	demat@bahubali.in	10 AM to 5 PM (Mon-Fri) 10 AM to 1 PM (Sat)
Compliance Officer	Amit Jain	12,India Exchange Place, Jute House, 3 rd Floor,Kolkata-700001	033-46023671	Compliance@bahubali.in	10 AM to 5 PM (Mon-Fri) 10 AM to 1 PM (Sat)
CEO	Surendra Jain	12,India Exchange Place, Jute House, 3 rd Floor,Kolkata-700001	033-46014694	backoffice@bahubali.in	10 AM to 5 PM (Mon-Fri) 10 AM to 1 PM (Sat)

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

or BSE at <https://bsecrecs.bseindia.com/ecomplaint/frmInvestorHome.aspx>

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

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

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

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