



‘Annexure A’

(pursuant to BSE Notice no. 20220614-15 dated 14-Jun-2022, NSE Circular Ref No.: 11/2022 dated 03-Jun-2022, CDSL Communique CDSL/IG/DP/2022/468 dated 17-Aug-2022 & CDSL/IG/DP/2022/653 dated 10-Nov-2022 and SEBI Master Circular for Online Resolution of Disputes in the Indian Securities Market dated 31-Jul-2023 as amended)

Investor Grievance Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Investor Grievance Email ID	N.A.	N.A.	N.A.	investorgrievance@bcbbrokerage.com	N.A.
Customer care/Client Servicing	Sameer Nandoskar (Broking + DP)	Regd Off: 1207A, P.J. Towers, Dalal Street, Fort, Mumbai - 400001 Corp Off: 171-174, 17th Floor, Atlanta Building, 209 Jamnalal Bajaj Road, Nariman Point, Mumbai - 400021	+91 22 22720000 (Extn: 207)	bbplmumbai@bcbbrokerage.com	Monday to Friday 9:00 am to 3:30 pm
Head of Customer Care/ Client Servicing	Vimal Chandak (Broking + DP)		+91 22 22720000 (Extn: 215)	bbplmumbai@bcbbrokerage.com	Monday to Friday 9:00 am to 3:30 pm
Compliance Officer	Manish Mourya (Broking + DP)		+91 22 22720000 (Extn: 209)	complianceofficer@bcbbrokerage.com	Monday to Friday 9:00 am to 3:30 pm
Chief Executive Officer (CEO)	Uttam Bagri (Broking + DP)		+91 22 22720000 (Extn: 224)	uttam@bcbbrokerage.com	Monday to Friday 9:00 am to 3:30 pm

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

- BSE at <https://bseers.bseindia.com/ecomplaint/fmInvestorHome.aspx>
- NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>
- Depository at <https://www.cdslindia.com/eservices/footer/grievances>
- ICCL Clearing Corporation at <https://www.icclindia.com/QueryGrievance.aspx>

Please quote your Service Ticket/Complaint RefNo. while raising your complaint at SEBI SCORES/Exchangeportal/ Depository portal

If the complaint still remains unresolved, investor can initiate dispute resolution through the **Online Conciliation & Arbitration via ODR Portal** at <https://smartodr.in>