

Annexure A

Escalation Matrix:

Details of	Contact Person	Address	Contact No/Working hours	Email Id
Customer care	Mr. Kundan	3rd Floor Rishabh vihar Karkarduma-110092	011-40409999 /(Mon-Fri 9am to 5:00 pm -Sat 10am to 2:30 pm)	Support@stocko.in
Head of Customer care	Mr.Mohit Paliwal	3rd Floor Rishabh vihar Karkarduma-110092	011-47377223/(Mon-Fri 9am to 5:00 pm-Sat 10am to 2:30 pm)	Complaints@stocko.in
Compliance Officer	Mr.R.K Jain	3rd Floor Rishabh vihar Karkarduma-110092	011-47377221/(Mon-Fri 9am to 5:00 pm- Sat 10am to 2:30 pm)	grievance@stocko.in
CEO	Mr, Shrey Jain	3rd Floor Rishabh vihar Karkarduma-110092	01147377201/(Mon-Fri 9am to 5:00 pm-Sat 10am to 2:30 pm)	Info@stocko.in

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchange at <https://www.mcxindia.com/Investor-Services>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

Smart Online Dispute Resolution (SMART ODR) – SEBI has established an Online Dispute Resolution Portal (ODR Portal) for resolving disputes in the Indian Securities Market. This [circular](#) streamlines the existing dispute resolution mechanism, offering online conciliation and arbitration, benefiting investors and listed companies.

Procedure to file a complaint on SEBI SCORES: Register on [SCORES](#) portal. Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, E-mail ID. Benefits: Effective communication, Speedy redressal of the grievances

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

NSDL:- <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>

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

BSE:- <https://bsecre.bseindia.com/ecomplaint/fmInvestorHome.aspx>

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