CAPITALSQUARE®
Teaming together to create value

CapitalSquare Advisors Private Limited

INVESTOR GRIEVANCE REDRESSAL AND ESCALATION MATRIX

Escalation Level	Contact Person Name	Designation	Address	Contact Number	Email – ID	Working hours	Resolution Timeline
Level 1	Sandesh Jha	Associate & Compliance Officer of merchant banking	208, 2nd Floor, AARPEE Centre, MIDC Road No.11, CTS70, Andheri - East, Mumbai - 400063	+91 22 6684 9999	mb@capitalsquare.in	9:30 AM to 6:30PM (Monday to Friday, 1st & 3rd Saturday) *	Complaint to be acknowledged Promptly and resolved within Time prescribed in Investor Compliant Redressal Mechanism
Level 2	Sunil Kumar Manocha	Director	208, 2nd Floor, AARPEE Centre, MIDC Road No.11, CTS70, Andheri – East, Mumbai - 400063	+91 22 6684 9999	Sunil.manocha@capitalsquare.in	9:30 AM to 6:30PM (Monday to Friday, 1st & 3rd Saturday) *	If the investor is not satisfied with the response at Level 1 within prescribed time, the complaint may be escalated to the level 2 as per Investor Compliant Redressal Mechanism

** Working hours shall exclude all public holidays as notified by the relevant regulatory authorities.*