

Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working hours (Monday to Friday)
Customer Care	Mr. Ashok Sen / Mr. Soumya Banerjee	3A, Auckland Place, 7th Floor, Room No. 7A & 7B, Kolkata – 700 017	(033) 2280 6616	ashoksen@nichetechpl.com / soumya@nichetechpl.com	10:30 A.M. to 6:30 P.M.
Head of Customer Care	Mr Gautam Basu	3A, Auckland Place, 7th Floor, Room No. 7A & 7B, Kolkata – 700 017	9147374593	gautam@nichetechpl.com	10:30 A.M. to 6:30 P.M.
Compliance Officer	Mr. Shoab Abbas	3A, Auckland Place, 7th Floor, Room No. 7A & 7B, Kolkata – 700 017	(033) 2280 6616	sabbas@nichetechpl.com	10:30 A.M. to 6:30 P.M.
CEO	Mr Arihant Patni	3A, Auckland Place, 7th Floor, Room No. 7A & 7B, Kolkata – 700 017	(033) 2280 6616	nichetechpl@nichetechpl.com	10:30 A.M. to 6:30 P.M.

In case of non resolution of grievance at RTA level investor may lodge complaint on SEBI scores and thereafter on Smartodr as per the links below

<https://scores.sebi.gov.in/>

<https://smartodr.in/login>