

Revised Annexure 'A'
 NKGSB Co.op Bank Ltd
 Demat Department
 DP ID: IN303358
 Investor Grievance Redressal mechanism - Escalation Matrix

Details of	Contact person	Address	Contact No	Email Id
Customer Care Centre	Ms. Nikitha Pillai Senior Officer	Shop no.2 & 3, Shree Niketan, Opp. Vasai Railway Station, Vasai West, Dist. Palghar -401202	08069791917 Toll free no. 18002671917	Customer_care@nkgsb-bank.com
Head of Customer Care	Ms. Sangeeta Prabhu Dy. Manager	1st floor, Shakti Apt., Sai Shakti CHSL, L.T.Road, Opp.Dahisar Rly stn. Dahisar(West)Mumbai-400068.	022-8655699378	sangeetaprabhu@nkgsb-bank.com
Compliance officer	Ms. Sujata Kelji Asst. Manager	Shiv Plaza, Opp Telephone ex.,LBS Marg, Ghatkopar west, Mumbai 400086	022-8655699423	demat@nkgsb-bank.com
Chief General Manager	Mr. Santosh Borkar Chief General Manager	1st floor, Shakti Apt., Sai Shakti CHSL, L.T.Road, Opp.Dahisar Rly stn. Dahisar(West)Mumbai-400068.	022-8655699378	santoshborkar@nkgsb-bank.com

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with

- NSDL at <https://investor.nsdl.com/portal/en/home> or
- SEBI at <https://scores.sebi.gov.in>

Please quote your complaint Ref No. while raising your complaint at Depository/SEBI SCORES portal.

