Escalation matrix for Investor Grievance

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Mukesh Bellam	5th Floor, Titanium Building, Jubilee Enclave, Madhapur, Hyderabad-500081	9985918232	mukesh@upwisery.com	Mon-Fri 09AM – 05 PM
Head of Customer Care	Suchitra K	5th Floor, Titanium Building, Jubilee Enclave, Madhapur, Hyderabad-500081	7569643143	suchitra@upwisery.com	Mon-Fri 09AM – 05 PM
Compliance Officer	Badri Vishal Toshniwal	5th Floor, Titanium Building, Jubilee Enclave, Madhapur, Hyderabad-500081	9703203930	vishal@upwisery.com	Mon-Fri 09AM – 05 PM
CEO	Animesh Kumar	5th Floor, Titanium Building, Jubilee Enclave, Madhapur, Hyderabad-500081	7410017220	animesh@upwisery.com	Mon-Fri 09AM – 05 PM
Principal Officer	Pankaj Newar	5th Floor, Titanium Building, Jubilee Enclave, Madhapur, Hyderabad-500081	7997106001	pankaj@upwisery.com	Mon-Fri 09AM – 05 PM