



# J V EQUITIES PVT. LTD.

Member of NSE-CDSL-MCX-NCDEX

## Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email - ID	Working Hours
Customer Care	Rajesh D. Makwana	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner Bungalow, Ramkrishna Nagar Main Road, Rajkot 360002	0281 – 6169913/ 7069509090	ebill@jvgroups.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.00 pm
Head of Customer Care	Arjun P. Sodha	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner Bungalow, Ramkrishna Nagar Main Road, Rajkot 360002	0281 – 6169906	info@jvgroups.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.00 pm
Compliance Officer DP	Vishal N. Ahya	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner Bungalow, Ramkrishna Nagar Main Road, Rajkot 360002	0281 – 6169910	vishal.ahya@jvgroups.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.00 pm
Compliance Officer Exchange	Paresh A. Kotak	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner Bungalow, Ramkrishna Nagar Main Road, Rajkot 360002	0281 – 6169911	paresh.kotak@jvgroups.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.00 pm
Designated Director / CEO	Deepak A. Kotak	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner, Bungalow Ramkrishna Nagar Main Road, Rajkot 360002	0281 – 6169909	deepak.kotak@jvgroups.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.0 m

- In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in> or NSE Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/> For BSE Exchange at <https://bse.rs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> For MCX Exchange at Exchange at <https://www.mcxindia.com/Investor-Services> For NCDEX Exchange at [https://ncdex.com/investor\\_complaint](https://ncdex.com/investor_complaint) For CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>
- Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal/Depository portal.



# J V COMMODITY PVT. LTD.

Member of MCX - ICEX

## Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email - ID	Working Hours
Customer Care	Mansi Jadav	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner Bungalow, Ramkrishna Nagar Main Road, Rajkot 360002	0281 – 6169917	Jvcommodity2011@gmail.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.00 pm
Head of Customer Care	Dhruvit Kotak	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner Bungalow, Ramkrishna Nagar Main Road, Rajkot 360002	0281 – 6169904	info@jvgroups.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.00 pm
Compliance Officer	Ketan A. Kotak	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner Bungalow, Ramkrishna Nagar Main Road, Rajkot 360002	0281 – 6169915	ketan.kotak@jvgroups.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.00 pm
Designated Director / CEO	Dipak H. Kotecha	201, Solitaire, 2nd Floor, Nr. Municipal Commissioner, Bungalow Ramkrishna Nagar Main Road, Rajkot 360002	+91 9228877644	dipak.kotecha@jvgroups.com	Monday to Friday; 9:00 am to 6:00 pm Saturday 10:00 am to 2.0 m

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