3DIMENSION CAPITAL SERVICES LIMITED

ESCALATION MATRIX

LEVEL	DESIGNATION AND CONTACT DETAILS	RESPONSIBILITY	ESCALATION TIMELINE
Level 1 Mrs. Lata Rani	Company Secretary and Compliance officer Contact no- 011-40196737 E-mail – delhi@3dcsl.com	Receive, register and resolve complaints	Within 5 Working days
Level 2 Mr. Rhydham Kapoor	Principal officer Cum Executive Vice President Contact no- 8076086381 E-mail- rhydham@3dcsl.com	Review unresolved complaints and coordinate resolution	Within 3 Working Days
Level 3 Mrs. Rachna Khetan	Whole-Time Director Contact no- 011-40196737 E-mail- chairman@3dcsl.com	Review regulatory/investor grievances and ensure compliance	Within 7 Working Days
Level 4 SEBI Scores	SEBI/Scores	External grievance redressal mechanism where applicable	As per applicable SEBI framework

No SEBI investor protection mechanism shall be available for any grievances or disputes arising out of or in relation to Non-SEBI Regulated activities. However, for Non-SEBI Regulated activities the Escalation Matrix is as follows: -

LEVEL	DESIGNATION AND CONTACT DETAILS	RESPONSIBILITY	ESCALATION TIMELINE
Level 1 **Mr. Rajat Jain**	**Chief Financial officer** Contact no- 011-40196737	Receive, register and resolve complaints	Within 5 Working days

	E-mail- rajat@3dcsl.com		
Level 2 Mr. Rhydham Kapoor	Principal officer Cum Executive Vice President Contact no- 8076086381 E-mail- rhydham@3dcsl.com	Review unresolved complaints and coordinate resolution	Within 3 Working Days

For 3Dimension Capital Services Limited



Rhydham Kapoor
Principal officer Cum Executive Vice President