

ESCALATION MATRIX

Department	Role of Person	Level 1	Level 1-Contact No	Level 2-HOD	HOD Contact No.	E-Mail ID	Dept email id
Customer care	Handling queries of APs in co-ordination with all Depts.	Mr. Rishi Khandeshe	9323176591 022-61829529	Ms. Mayuri Marathe	9323176585 022-61829528	rishik@iseindia.com	customercare@iseindia.com
	Handling queries of APs in co-ordination with all Depts.	Ms. Prajakta Pawar	9323176585 022-61829527	Ms. Mayuri Marathe		prajaktap@iseindia.com	mayurim@iseindia.com
KYC	CKYC & Modification, KYC Modification	Mr. Vikas Thorat	022-61829546	Ms. Nilambari Gaikwad		vikast@iseindia.com	crd@iseindia.com
	AP Registration & KYC related work	Ms. Nilambari Gaikwad	022-61829506			neelut@iseindia.com	
DP Operations	Demat /Remat / Mutual Fund Requests, Modification,DIS Issuance & Exectuion,Account Transfer	Ms. Mangal Kanade	022-61829551	Ms. Nandini Rawat	9321602952 022-61829518	mangalk@iseindia.com	dp@iseindia.com
	eKYC, Re-KYC, Modification, Physical KYC account opening, Account Transfer, Transmission	Mr. Hariram Konar	022-61829520	Ms. Nandini Rawat		hariramk@iseindia.com	nandinip@iseindia.com
	eKYC, Physical KYC Account Opening, DDPI, Pledge-Unpledge,DIS Issuance & Execution	Ms. Varsha Kokitkar	022-61829511	Ms. Nandini Rawat		varshak@iseindia.com	
Accounts	Clients funds pay-in, Reco for trading limit	Ms. Priyanka Mane	022-61829522	Ms.S.Prema	022-61829524	priyankam@iseindia.com	finacciss@iseindia.com
	Funds pay-out, inactive client pay-out, NRI payout	Ms. Kadambari Patil	022-61829521	Ms.S.Prema		kadambarip@iseindia.com	prema@iseindia.com
	DP accounts & ISS Bank reco	Ms.S.Prema	022-61829524			prema@iseindia.com	
Clearing & Settl	Securities pay-in & Payout	Mr.Dilip Pradhan	022-61829542	Ms .Nayana Karande	9867951401 022-61829541	dilipp@iseindia.com	cns@iseindia.com
	Securities Pledge & Unpledge	Mr.Arun Patil	022-61829543	Ms .Nayana Karande		arunp@iseindia.com	nayanak@iseindia.com
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Risk Mgmt & Surveillance	Client activation, enablement, limit related queries	Mr. Alok Tripathi	022-61829535	Mr. Bishwajit Bhattacharjee	9372805612	alokj@iseindia.com	surveillance@iseindia.com
	RMS limit, Exchange related queries, etc.	Mr. Prasad Kulkarni	022-61829531	Mr. Bishwajit Bhattacharjee		prasadk@iseindia.com	bishwajitb@iseindia.com
	Web trading, RMS queries, corporate action	Mr. Anoop Ravindran	022-61829532	Mr. Bishwajit Bhattacharjee		anoopr@iseindia.com	
	RMS_CTCL activity,exchange alert & RMS Queries	Mr.Jagdeesh R	8098929316	Mr. Bishwajit Bhattacharjee		jagadeesh@iseindia.com	
Information Tech	Server & trading activity, installations, connectivity issues	Mr. Suhas Galande	022-61829513	Mr. Roopchand Kholamkar	9850948694 022-61829510	suhasg@iseindia.com	technology@iseindia.com roopchandk@iseindia.com
Compliance	Exchange and SEBI Compliance requirements	Mr.Ranjeet Rajaram More	022-61829545	Mr.Ranjeet Rajaram More	9920146160	ranjeetmore@iseindia.com	compliance@iseindia.com
Management Head	Executive Director	Mr. S.Swaminathan	022-61829501	Mr. S.Swaminathan	9962529722	swami@iseindia.com	
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