Grievance Redressal / Escalation Matix

Details of designation	Contact person name	Address	Contact No.	Email ID	Working hours when the complainant can call
Customer Care	Vipin Khandelwal	1102 / 9, SKYi Songbirds, Paud Road, Bhugaon, Pune - 412115	9920371082	vipin@unovest.co	9 AM to 5 PM (Monday to Friday) except market holidays
Head of Customer Care	Vipin Khandelwal	1102 / 9, SKYi Songbirds, Paud Road, Bhugaon, Pune - 412115	9920371082	vipin@unovest.co	9 AM to 5 PM (Monday to Friday) except market holidays
Compliance Officer	NA	NA	NA	NA	NA
CEO	NA	NA	NA	NA	NA
Investment Adviser	Vipin Khandelwal	1102 / 9, SKYi Songbirds, Paud Road, Bhugaon, Pune - 412115	9920371082	vipin@unovest.co	9 AM to 5 PM (Monday to Friday) except market holidays