

## Investor Grievances Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email ID	Working Hours
Client Servicing	Deepak Verma	Bank of Maharashtra 1177, Bajirao Road, 3 <sup>rd</sup> Floor, Demat Cell, Opposite Vishrambaug Wada, Budhwar Peth, Pune 411002	020-24504004	<a href="mailto:Demat_mum@mahabank.co.in">Demat_mum@mahabank.co.in</a>	Monday to Saturday 10:00 AM to 5:00 PM  Except 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday
Head of Client Servicing	Ravindra Joshi	Bank of Maharashtra 1177, Bajirao Road, 3 <sup>rd</sup> Floor, Demat Cell, Opposite Vishrambaug Wada, Budhwar Peth, Pune 411002	020-24504004	<a href="mailto:Demat_mum@mahabank.co.in">Demat_mum@mahabank.co.in</a>	Monday to Saturday 10:00 AM to 5:00 PM  Except 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday
Compliance Officer	Minal Mhatre	Bank of Maharashtra 1177, Bajirao Road, 3 <sup>rd</sup> Floor, Demat Cell, Opposite Vishrambaug Wada, Budhwar Peth, Pune 411002	020-24504014	<a href="mailto:Demat_mum@mahabank.co.in">Demat_mum@mahabank.co.in</a>	Monday to Saturday 10:00 AM to 5:00 PM  Except 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday
Departmental Head	Brijesh Sharma (DGM) Dilip Raj Kasera (AGM)	Bank of Maharashtra LOKMANGAL,1501, SHIVAJINAGAR, PUNE-5	020-25614483	<a href="mailto:Agmoperations2@mahabank.co.in">Agmoperations2@mahabank.co.in</a>	Monday to Saturday 10:00 AM to 5:00 PM  Except 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday