HDFC BANK Escalation Matrix only for Demat Account related grievances

Details of	Contact Person	Address	Contact No.	Email Id	Working Hrs
Customer care / Client Servicing	Mr. Mehernosh Dhamodiwala	HDFC Bank Ltd. Empire Plaza - I, Ist Floor, LBS Marg, Chandan Nagar, Vikhroli (West), Mumbai - 400083	91-022-62841503	support@hdfc.bank.in	Services are available between 9:30 a.m. to 5:30 p.m. from Monday to Saturday. (Not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)
Head of Customer care / Client Servicing	Mr. C Ajay	Grievance Redressal Cell, HDFC Bank Limited, 1st Floor, Empire Plaza - 1, Lal Bahadur Shastri Marg, Chandan Nagar, Vikhroli West, Mumbai - 400083	91-022-62841503	grievance.redressal@hdfc.bank.in	Services are available between 9:30 a.m. to 5:30 p.m. from Monday to Saturday. (Not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)
Compliance Officer	Mr Paresh Soni	HDFC Bank Ltd. Trade World "A" Wing, 2nd Floor, Kamala Mills, Senapati Bapat Marg, Lower Parel, Mumbai – 400013	91-022-68565555	paresh.soni@hdfc.bank.in	Services are available between 9:30 a.m. to 5:30 p.m. from Monday to Saturday. (Not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)
CEO	Mr Anup Bagchi	HDFC Bank House Senapati Bapat Marg, Lower Parel, Mumbai - 400013	91-022-66521000	managingdirector@hdfc.bank.in	Services are available between 9:30 a.m. to 5:30 p.m. from Monday to Saturday. (Not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)

In absence of response / complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at https://investor.nsdl.com/portal/en/home / CDSL at https://www.cdslindia.com/eservices/footer/grievances or SEBI at https://scores.sebi.gov.in/ . Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.

If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/grievance on SMARTODR platform << https://smartodr.in/register >> for its resolution through by online conciliation or arbitration.