



DPS Cell – Investor Grievance Redressal - Escalation Matrix

Details of	Contract Person	Address	Contact Number	Email ID	Working Hours
Customer Care	Mr.S.R.Srinivasan	Customer Service Cell Head Office 57, VE Road, Thoothukudi – 628 002	+9198424 61461	customerservice@tmbank.in	10.00 AM to 5.30 PM
Head of Customer Care	Mr.P.R.Ashok Kumar	Customer Service Cell Head Office 57, VE Road, Thoothukudi – 628 002	0461-2325449	customerservice@tmbank.in	10.00 AM to 5.30 PM
Compliance Officer – DPS Cell	Mr.M.Paulkumar	DP ID : IN303069 DPS CELL, III FLOOR, 269/2-4, AVVAI SHANMUGAM ROAD, ROYAPETTAH, CHENNAI – 600 014	044-28130552 and 044-28131574	dps@tmbank.in	10.00 AM to 5.30 PM
MD & CEO	Thiru.S.Krishnan	Head Office 57, VE Road, Thoothukudi- 628 002	0461- 2324002	mdoffice@tmbank.in	10.00 AM to 5.30 PM

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>
Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.