

‘Escalation Matrix’

Details of	Contact Person	Address	Contact No.	Email Id	Working hours (Monday to Friday)
Customer care	Mr.Pranab Chakraborty/Mr.Romen Patra	23, R.N.Mukherjee Road, 5 th Floor, Kolkata 700001	(033)2243-5029	mdpldc@yahoo.com	10.00AM to 6.00 P.M.
Head of Customer Care	Mr.S K Chaubey	23, R.N.Mukherjee Road, 5 th Floor, Kolkata 700001	(033)2231-6839	skchaubey@mdplcorporate.com	10.00AM to 6.00 P.M.
Compliance Officer	Mr.Ravi Kumar Bahl	23, R.N.Mukherjee Road, 5 th Floor, Kolkata 700001	(033)2248-2248	bahlkravi@rediffmail.com	10.00AM to 6.00 P.M.
CEO	Mr.S K Jhawar	23, R.N.Mukherjee Road, 5 th Floor, Kolkata 700001	+91 94337 98034	shashikant@mdpl.in	10.00AM to 6.00 P.M.