

Details of CRO & CRAO

Particulars	Complaint Redressal Officer (CRO)	Compliant Redressal Appellate Officer (CRAO)
Level	Level 2- first escalation	Level 3 - appeal
Name	Dhaval Morvadiya	Amit Lalan
Designation	Compliance Officer	Director
Email	grievance.globalsupport@upstox.in	crao.globalsupport@upstox.com
Applicable Timeline	Resolution within 15 working days; up to 30 working days in exceptional cases	Appeal preferably within 21 days of CRO decision; disposal within 30 days