

## **INVESTOR GRIEVANCES / COMPLAINT**

Clients are requested to send their grievances related to their transactions in NSE/BSE/ MCX/NCDEX /CDSL at the email address "[backoffice2@rangoliportfolio.com](mailto:backoffice2@rangoliportfolio.com)".

### **Detailed write up on Step-by-Step procedure for filing a complaint on a designated email id & finding out status of the complaint**

At Rangoli Techtraders Private Limited, we prioritize client satisfaction and transparency. If at any point in time, a client wishes to raise a complaint or express concerns regarding any issue, we have established a process to address them promptly. We assure you that we will make every effort to resolve your query or complaint within 48 working hours. Here's the process:

#### **1. Lodge complaint/ grievances:**

For any kind of grievances/complaint against the company, the client may choose to send his grievances/complaint through any of the below mentioned mode:

a) **Sending an email on our designated email Id for grievances viz "[backoffice2@rangoliportfolio.com](mailto:backoffice2@rangoliportfolio.com)"**. The client may lodge his/her grievances/complaint by sending an email on the above email id from his/her registered email id quoting Unique Client Code (UCC) of his/her trading account &/or Client ID of his/her demat account; as the case may be or

b) **Contacting our Customer Care Executives on Telephone No: 0172-4052936** : The client may contact our staff, telephonically, on the above mentioned Telephone No. and register his/her complaint/grievances; or

c) **Visiting our office** : The client may visit the office and register his/her complaint, in writing, on the Complaint Register maintained at the office; or

d) **Written Letter by post/courier**: The Client may send his/her grievances/complaint by sending letter through Post/Courier addressed directly to The Compliance Officer, Rangoli Techtraders Private Limited , S.C.O 354 2<sup>nd</sup> Floor Sector 9 Panchkula Haryana-134109.

#### **2. Complaint registration:**

The complaint received in any of the above stated mode is sent to the centralized desk at Legal Department and recorded in our centralized system with the relevant details, including customer information, complaint nature, date, and time. The client will receive an initial acknowledgment of his/her complaint. This acknowledgment will be through an email, informing the customer that the complaint has been received and registered in the centralized database for further action.

#### **3. Investigation and evaluation:**

The complaint is assigned to the concerned official / department responsible for addressing the specific issue who will thoroughly investigate the complaint, gather relevant information, and evaluate its validity.

#### **4. Complaint Status:**

The client can check the complaint status via call on our telephone no. 0172-4052936, email ([backoffice2@rangoliportfolio.com](mailto:backoffice2@rangoliportfolio.com) ) or visiting in person to the office.

#### **5. Resolution and closure:**

After gathering the relevant facts/information/documents, and analysis of the same, the client is suitably replied or informed. If required, the settlement terms are discussed with the client for his/her confirmation or feedback regarding the same and resolved. The complaint is considered to be resolved where no response is received from the client within 30 days of the reply sent to the client and the case is closed.

#### **6. Escalation if required:**

If the client complaint cannot be resolved at the initial level, it may be escalated to a higher authority or specialized team for further investigation and resolution. Escalation matrix is given below:

Details	Contact Person	Address	Contact No	Email Id	Working Hours
Customer Care	Pankaj Negi	SCO 354 2 <sup>nd</sup> Floor Sector 9 Panchkula Haryana- 134109	+91 8427632248	backoffice2@rangoliportfolio.com	9 AM TO 5 PM
Head of Customer Care	Narender Verma	SCO 354 2 <sup>nd</sup> Floor Sector 9 Panchkula Haryana- 134109	+91 9996340444	network@rangoliportfolio.com	9 AM TO 5PM
Compliance Officer	Manish Goyal	SCO 354 2 <sup>nd</sup> Floor Sector 9 Panchkula Haryana- 134109	+91 9023831907	backoffice@rangoliportfolio.com	9 AM TO 5PM
Managing Director	Arun Maheshwari	SCO 354 2 <sup>nd</sup> Floor Sector 9 Panchkula Haryana- 134109	+91 9779644449	rangoli@rangoliportfolio.com	9 AM TO 5PM

#### 7. IGRP/Arbitration:

In case the client is not satisfied with the reply/clarifications/resolution of his/her complaint, the client may opt to lodge his/her complaint to the respective exchange/depository or through SEBI Score portal and represent his/her case before IGRP of the exchange and if not satisfied with the IGRP Order, the client may choose to file Arbitration case as per procedure of the respective exchange.

Exchange Name	Web Address	Contact Detail	Email Address
NSE	<a href="http://www.nseindia.com">www.nseindia.com</a>	1800220058	ignes@nse.co.in
BSE	<a href="http://www.bseindia.com">www.bseindia.com</a>	022-22728517	ISC.Mumbai@bseindia.com
MCX	<a href="http://www.mcxindia.com">www.mcxindia.com</a>	011 23467500	<a href="mailto:iscdel@mcxindia.com">iscdel@mcxindia.com</a>
NCDEX	<a href="http://www.ncdex.com">www.ncdex.com</a>	022-66406789	<a href="mailto:askus@ncdex.com">askus@ncdex.com</a>
CDSL	<a href="http://www.cdslindia.com">www.cdslindia.com</a>	1800-22-5533	complaints@cdslindia.com

You can also lodge your grievance with SEBI at <http://scores.gov.in>

For any queries, feedback or assistance, please contact SEBI office on toll free help line at 1800227575/18002667575.

You may also lodge your grievance at SMART ODR Portal: <https://smartodr.in/login>

