

Grievance Redressal for Investors

At Rangoli TechTraders Pvt Ltd, we prioritize **client satisfaction, transparency and prompt resolution** of concerns. If you wish to raise a complaint or express concerns regarding your transactions, we have a structured **Grievance Redressal Mechanism** in place. We strive to resolve all grievance **within 48 working hours** to ensure investor confidence.

1. Lodging a Complaint

Investors can submit grievances through any of the following channels:

- **Email:** Send an email from your **registered email address**, mentioning your **Unique Client Code (UCC)** and/or **Client ID**, to our designated grievance email: backoffice2@rangoliportfolio.com
- **Phone:** Contact our Customer Care executives at **0172-4052936** to register your complaint.
- **In-Person Visit:** Lodge your complaint in writing at our office, where a **Complaint Register** is maintained.
- **Written Letter:** Send your grievance via post/courier, addressed to the **Compliance Officer** at:
Rangoli TechTraders Pvt Ltd
SCO 354, 2nd Floor, Sector 9
Panchkula (Haryana) - 134109

2. Complaint Registration & Acknowledgement

- Upon receiving a complaint, it is forwarded to our **Legal Department** and recorded in our **centralized system** with relevant information.
- Clients will receive an **acknowledgement email** confirming receipt of the complaint.

3. Investigation & Evaluation

- The complaint assigned to the **concerned department** for detailed review.
- Our team thoroughly **analyses supporting documentation and transaction details** to assess the validity of the complaint.

4. Tracking Complaint Status

Clients can check the status of their complaint via:

- **Phone:** Call **0172-4052936**
- **Email:** Send an inquiry to backoffice2@rangoliportfolio.com
- **In-Person Visit:** Visit our office during working hours.

5. Resolution & Closure

- After thorough investigation, we provide a **detailed response** or resolution.
- If necessary, we **discuss settlement terms** with the client for confirmation.
- A complaint is considered **resolved if no response is received within 30 days** of sending the resolution.

6. Escalation Process

If the issue remains unresolved, clients may escalate the matter as per the hierarchy below:

Escalation Level	Contact Person	Email	Phone
Customer Care	Pankaj Negi	backoffice2@rangoliportfolio.com	+91 8427632248
Head of Customer Care	Narender Verma	network@rangoliportfolio.com	+91 9996340444
Compliance Officer	Manish Goyal	backoffice@rangoliportfolio.com	+91 9023831907
Managing Director	Arun Maheshwari	rangoli@rangoliportfolio.com	+91 9779644449

7. SEBI, Exchange & Depository Complaints

If you are not satisfied with our resolution, you may lodge a complaint with the respective exchange, depository, or SEBI.

Exchange/Regulator	Website	Email	Phone
NSE	www.nseindia.com	ignes@nse.co.in	1800-220-058
BSE	www.bseindia.com	isc.mumbai@bseindia.com	022-22728517
MCX	www.mcxindia.com	iscdel@mcxindia.com	011-23467500
NCDEX	www.ncdex.com	askus@ncdex.com	022-66406789
CDSL	www.cdslindia.com	complaints@cdslindia.com	1800-22-5533

You may also lodge a grievance with SEBI via:

- **SEBI Complaints Portal (SCORES):** <https://scores.sebi.gov.in/>
- **Email:** complaints@sebi.gov.in
- **SEBI Helpline:** 1800-22-7575 / 1800-26-67575
- **Smart ODR Portal:** <https://smartodr.in/login>

8. Investor Grievance Redressal Panel (IGRP) & Arbitration

If a client is dissatisfied with the resolution, they may:

- File a complaint with the **IGRP** of the relevant exchange.
- If unsatisfied with the IGRP's decision, proceed to **Arbitration** as per the exchange's procedure.

Ensuring a transparent and efficient grievance redressal mechanism is our priority. We encourage all investors to reach out, track their complaint status, and escalate when necessary for prompt resolution.