

## **Procedure for Filing a Complaint:**

### **Step 1:**

A Investor (Complainant) can file/ lodge a complaint in various ways as mentioned below:

1. Via Call at the Customer Care number (**022 - 25017901 / 02 /03**)
2. Via Email at **pragyaequities@gmail.com** by his/her registered Email Id
3. Via courier/post at our Head office or any nearest Branch
4. Via Investor Grievances Escalation Matrix displayed on the website.
5. Via any regulator e.g. SEBI/CDSL/NSDL/NSE/BSE.

### **Step 2:**

The complainant needs to mandatorily provide or mention his/ her Name, UCC, BOID, PAN, Email Id and Mobile number while lodging a complaint through any of the modes mentioned above.

### **Step 3:**

A correspondence either by E-mail or any other channel of communication (where audit trail can be maintained), shall be made with the complainant who has submitted a written query/ complaint acknowledging receipt of the complaint with a Query Id.

## **Process to find the status of the Complaint:**

Once the Query id is generated, the complainant can check. The communication is sent to the client's registered Email Id and Mobile number along with the solution as soon as the query id is marked as executed.