

## INVESTOR GRIEVANCES ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email Id	Operational/Working Hours
Customer care	Mr. Ramesh Chauhan	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-29666001-29666008	<a href="mailto:info@tracom.co.in">info@tracom.co.in</a>	10 A.M. to 5 P.M.
Customer care	Mrs. Rupal Amin	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-29666001-29666008	<a href="mailto:info@tracom.co.in">info@tracom.co.in</a>	10 A.M. to 5 P.M.
Head of Customer care	Mr. Umang Shah	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-29666001-29666008	<a href="mailto:umang@tracom.co.in">umang@tracom.co.in</a>	10 A.M. to 5 P.M.
Compliance Officer (Broking)	Mr. Harish Panchal	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-29666001-29666008	<a href="mailto:harish.dptra.com@gmail.com">harish.dptra.com@gmail.com</a>	10 A.M. to 5 P.M.
Compliance Officer (Depository Operations)	Mr. Harish Panchal	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-29666001-29666008	<a href="mailto:harish.dptra.com@gmail.com">harish.dptra.com@gmail.com</a>	10 A.M. to 5 P.M.
CEO	Mr. Parthiv Shah	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-29666001-29666008	<a href="mailto:parthiv124@gmail.com">parthiv124@gmail.com</a>	11 A.M. to 5 P.M.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> or BSE at <https://bsecl.bseindia.com/ecomplaint/frmlInvestorHome.aspx> or NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>. Please quote your services Ticket/ Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange Portal.