

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	ramesh.tracom@gmail.com	10 A.M. to 5 P.M.
Customer care	Mrs. Rupal Amin	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-29666002	accounts@tracom.co.in	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	079-29666003	umang@tracom.co.in	10 A.M. to 5 P.M.
Compliance Officer (Broking)	Mr. Harish Panchal	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-40324638	info@tracom.co.in	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	079-40324638	dp@tracom.co.in	10 A.M. to 5 P.M.
CEO	Mr. Parthiv Shah	A705 The First, B/H Keshavbaug Party Plot, Vastrapur, Ahmedabad 380015	079-29666004	parthiv124@gmail.com	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.sebi.gov.in/> or NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> or BSE at <https://bseclrs.bseindia.com/ecomplaint/frnInvestorHome.aspx> or NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>. and Smart ODR Portal, visit <https://smartodr.in/login> Please quote your services Ticket/ Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange Portal.