

## CUSTOMER CARE DEPARTMENT

Rainbow Securities Market Pvt Ltd 'Centre Point', 21 , Hemant BASU Sarani, 3<sup>rd</sup> Floor, Room No – 305, Kolkata – 700001, Contact Person : Mr. Ganesh Kumar Jhawar, Compliance Officer Contact no.033-2213-5183/5184, Email id: info@rainbowindia.co.in

For Trading and DP and For Investor Grievance please mail to:  
[investorgrievanceredressel@rainbowindia.co.in](mailto:investorgrievanceredressel@rainbowindia.co.in)

## ESCALATION MATRIX FOR GRIEVANCE HANDLING

### FOR TRADING

Details of	Contact Person	Address	Contact No	Email id	Timing
Client Servicing	Saket Rathi	'Centre Point', 21 , Hemant BASU Sarani, 3 <sup>rd</sup> Floor, Room No – 305, Kolkata – 700001	9230407687	saketrathi@rainbowindia.co.in	8:30 am To 6:00 pm
Head of Client Servicing	Uma Shankar Bihani	'Centre Point', 21 , Hemant BASU Sarani, 3 <sup>rd</sup> Floor, Room No – 305, Kolkata – 700001	033-2213-5183	securities@rainbowindia.co.in	8:30 am To 6:00 pm
Compliance Officer	Ganesh Kumar Jhawar	'Centre Point', 21 , Hemant BASU Sarani, 3 <sup>rd</sup> Floor, Room No – 305, Kolkata – 700001	9748047437	info@rainbowindia .co.in	8:30 am To 6:00 pm
V.P/CEO	Rajendra Bhutra	'Centre Point', 21 , Hemant BASU Sarani, 3 <sup>rd</sup> Floor, Room No – 305, Kolkata – 700001	033-2213-5184	rbhutra@rainbowindia.co.in	8:30 am To 6:00 pm

### For Depository Participants services

Details of	Contact Person	Address	Contact No	Email id	Timing
Client Servicing	Ajay Kumar Mishra	'Centre Point', 21 , Hemant BASU Sarani, 3 <sup>rd</sup> Floor, Room No – 305, Kolkata – 700001	9331781912	ajaymishra@rainbowindia.co.in	9:00 am To 6:00 pm
Head of Client Servicing	Palash Mondal	'Centre Point', 21 , Hemant BASU Sarani, 3 <sup>rd</sup> Floor, Room No – 305, Kolkata – 700001	9330409463	dp@rainbowindia .co.in	9:00 am To 6:00 pm
Compliance Officer	Ganesh Kumar Jhawar	'Centre Point', 21 , Hemant BASU Sarani, 3 <sup>rd</sup> Floor, Room No – 305, Kolkata – 700001	9748047437	info@rainbowindia .co.in	9:00 am To 6:00 pm
V.P/CEO	Rajendra Bhutra	'Centre Point', 21 , Hemant BASU Sarani, 3 <sup>rd</sup> Floor, Room No – 305, Kolkata – 700001	033-2213-5184	rbhutra@rainbowindia.co.in	9:00 am To 6:00 pm

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange. or SEBI at <https://scores.gov.in/scores/Welcome.html>.

Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal/ Exchange Portal