

Escalation Matrix:

Details	Contact Person	Address	Contact No	Email Id	Working Hours
Customer Care	Mr. Tarun Khanna	412-422, Indraprakash Building, 21 Barakhamba Road, New Delhi-110001	011-44441111 Ext : 460	tarun.k@rrfcl.com/ rrstock@rrfcl.com	09:30 A.M. to 05:30 P.M. on Monday to Saturdays (Except Second & Fourth Saturday).
Head Of Customer Care	Ms Neelam Khanna	412-422, Indraprakash Building, 21 Barakhamba Road, New Delhi-110001	011-44441111 Ext : 428	neelam.k@rrfcl.com	
Compliance Officer	Rajeev Kumar Saxena	412-422, Indraprakash Building, 21 Barakhamba Road, New Delhi-110001	011-44441111 Ext : 425	rajeevsaxena@rrfcl.com	
Director	Jeetesh Kumar	412-422, Indraprakash Building, 21 Barakhamba Road, New Delhi-110001	011-44441111 Ext : 401	jeetesh@rrfcl.com	

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- SEBI at <https://scores.gov.in/scores/Welcome.html>
- Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>

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