

Step-by-Step Procedures for Filing a Complaint with a Designated Email ID of a Depository Participant (DP) and Checking its Status

1. Drafting the Complaint

- Clearly outline the nature of your grievance. Include:
 - Your name, client ID, and DP ID (if applicable).
 - Date and details of the transaction or issue faced.
 - Supporting documents like transaction slips, statements, or correspondence.
 - A concise description of the problem and your expectations for resolution.

2. Filing the Complaint via Email

- Send your email to our designated email id: info@dindayal.net .
- Compose a formal email with the subject line clearly indicating the complaint, e.g., **“Complaint Regarding [Issue] – [Client ID/Account Number]”**.
- Attach all necessary supporting documents in a widely accepted format (PDF, JPEG, etc.).
- Double-check the email for accuracy and send it to the designated email ID.

3. Acknowledgment of Complaint

- Once submitted, we acknowledge the receipt of complaints. Look for an acknowledgment email containing:
 - A unique complaint reference number for tracking.
 - The expected timeline for resolution.
- If no acknowledgment is received within 1-2 working days, follow up by contacting our customer service.

4. Follow-Up and Tracking Status

- Use the complaint reference number to track the status of your complaint:
 - Send a follow-up email referencing the complaint number, requesting an update.
- We keep records of all follow-ups, including responses and timelines.

5. Escalation (If Required)

- If the we does not resolve your complaint within the stipulated timeframe, escalate the issue:
 - Check escalation matrix published in our company website
 - Escalate to the higher authorities within the DP or directly to the depository (NSDL/CDSL) with the reference number and supporting details.

6. Closure of Complaint

- Once the issue is resolved, the DP will notify you of the outcome via email.
- Review the resolution to ensure it meets your expectations. If satisfied, acknowledge the closure.

7. Additional Recourse (If Unresolved)

- If unsatisfied with the resolution provided, you can:
 - File a complaint with SEBI through their SCORES platform.