Investor/Client Complaint Resolution Process

In the absence of a response or if your complaint is not addressed to your satisfaction, you may lodge a complaint and reach out to us through the following channels:

1. **Online Complaint Submission:**
   - Investors/Clients can lodge a complaint via email or raise a ticket at: **https://www.kalpatarumulti.com/customer-care**
   - Complaints can also be submitted through letters or by visiting our corporate office.
2. **Written Complaints:**
   - Complaints can be submitted in writing via letter, which may be sent by post or hand-delivered to:

     Hall No. 2, 1st Floor, Western Block,

     Above Central Bank, GTB Complex,

     T. T. Nagar, Bhopal-462003

3. **Customer Support Contact Details:**
   - **Email:** complaint@kalpatarumulti.com
   - **Phone:** 0755-4350141 / 7648983065

Complaint Submission Guidelines:

- While lodging a complaint, kindly mention your **contact details, email ID, and user/client ID** for easy reference.
- Clearly describe your **query, grievance, or complaint** in detail and attach any supporting documents for effective resolution.
- The complaint will be addressed within **7 working days**, and solutions will be communicated via email.

Escalation Process:

- **Serious complaints** will be referred to the **Managing Director** of the company.
- If no concrete resolution is provided, investors/clients may escalate the issue by emailing **complaint@kalpatarumulti.com**, referencing their previous complaint.
- The escalated complaint will be addressed within **2 working days**, and solutions will be provided via email.

Checking Complaint Status

- Once a complaint is lodged at **https://www.kalpatarumulti.com/customer-care**, a **ticket will be generated (Check ticket status)**

- The status of the complaint can be checked by calling **0755-4350141 / 7648983065 or Mail at** complaint@kalpatarumulti.com

- If a complaint is raised via phone, the helpdesk team will generate a ticket and inform the investor/client.
- Once the complaint is resolved, the ticket will be closed.

If Not Satisfied with the Response

If you are not satisfied with the resolution provided by the Kalpataru Multiplier Ltd., you may escalate the issue to the respective **Stock Exchange** or **Depository** using the details below:

Exchange/Depository	Website	Contact Number	Email ID
BSE	www.bseindia.com	(022) 22728517 / (022) 22728286 / (0731) 4008222 / (0731) 4008208 (Indore Office)	is@bseindia.com
NSE	www.nseindia.com	(022) 26598190 / (0731) 2547774 (Indore Office)	ignse@nse.co.in, nseiscind@nse.co.in
MCX	www.mcxindia.com	(022) 66494040	greviance@mcxindia.com
CDSL	www.cdslindia.com	Toll-Free: 1800-21-09911	complaints@cdslindia.com

Lodging a Complaint with Regulatory Authorities

If your complaint remains unresolved, you may escalate it to **CDSL** or **SEBI**:

- **CDSL:** https://www.cdslindia.com/Footer/grievances.aspx
- **SEBI:** https://scores.sebi.gov.in/ (Please quote your Complaint Ref. No. when raising a complaint)
- **SEBI Toll-Free Helpline: 1800227575 / 18002667575**