

# Procedure for filing complaint

## 1. Complaint submitted

You submit a complaint, or forwards your complaint to us. You will receive email updates and can check the status of your complaint by email. **Common DP & Broking Escalation Matrix link**

**<http://www.mudraom.com/contact.htm>**



## 2. Route

We'll send your complaint directly to the company CEO so it can review the issues in your complaint.



## 3. Company response

The company will communicate with you as needed and respond to the issues in your complaint. Companies generally respond in 1 days. In some cases, the company will let you know their response is in progress and provide a final response in 3 days.



## 5. Consumer review

We will let you know when the company responds. You'll be able to review the company's response and will have 3 days to provide feedback about the company's response



IF YOU ARE NOT SATISFY WITH THE ABOVE CONTACT AND INFORMATION. SO YOU CAN COMPLAINT TO THE SEBI. [scores.gov.in](http://scores.gov.in)