

**Ramsnehi Viniyog Pvt. Ltd.**  
**TCM of Multi Commodity of Exchange**  
Member Id 31335  
**TM of BSE Currency**  
Member Id 6716  
**Depository Participant of CDSL**  
DP Id 95200

**Common Investor Grievance Escalation Matrix**

Details of	Contact Person	Address	Contact No	Email Id	Working Hours Mon to Fri
Client Servicing/ Customer Care	Akash Keshri	307 Rabindra Sarani Kolkata-700006	9836549980	<a href="mailto:akashk14327@gmail.com">akashk14327@gmail.com</a>	10A.M. to 7P.M.
Head of Client Servicing/ Head of Customer Care	Manoj Kumar Saraf	42 Sailendra Bose Road, 2nd Floor, Salkia, Howrah-711106	9831091233	<a href="mailto:mk_saraf@radheygroup.com">mk_saraf@radheygroup.com</a>	10A.M. to 7P.M.
Compliance Officer	Anjan Ghosh	24 Beniapukur Lane, Kolkata-700014	9432226304	<a href="mailto:anjan@radheygroup.com">anjan@radheygroup.com</a>	10A.M. to 7P.M.
CEO	Jyoti Saraf	42 Sailendra Bose Road, 2nd Floor, Salkia, Howrah-711106	9831041233	<a href="mailto:Jyoti@radheygroup.com">Jyoti@radheygroup.com</a>	10A.M. to 7P.M.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in> or Exchange at Exchange at <https://www.mcxindia.com/Investor-Services> . Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.