ONLINE COMPLAINT REGISTRATION PROCESS

PORTAL REGISTRATION

Step 1
Go to https://grievance.anandrathi.com/

Step 2
Click on the Signup Button at the top right corner of the screen.

Step 3
On the Sign-Up Window, Click on New Client

Step 4
Enter your Name, Registered Email ID, Mobile Number, and the Unique Client Code assigned to you, and the password that you wish to use for future logins.

Step 5
Verify your email by clicking on the link received on your registered email ID.

COMPLAINT REGISTRATION

Step 1
Go to https://grievance.anandrathi.com/

Step 2
Click on Register Complaint

Step 3
On the login screen enter your email ID and Password

Step 4
On the Complaint Registration Screen, Select the Complaint Category from the drop-down list and then enter the Subject line of your complaint along with the Details of the Complaint in brief in the Description Box Provided.

Step 5
Attach any supporting documents to the complaint in the attachment link.

Step 6
Submit the complaint.
*Upon submission of the complaint, a complaint number will be generated. The same shall be sent to the registered email ID from the email ID grievance@rathi.com

TRACKING OF COMPLAINT

Step 1
Go to https://grievance.anandrathi.com/

Step 2
Click on Track Complaint Status Button at the top right corner of the screen.

Step 3
On the sign-in screen use your Email ID and Password to log in.

Step 4
Enter your Ticket Number assigned to you and Submit

Step 5
Ticket Details will be visible on the screen with its Current Progress.