

L1	L2	L3			
Profile	Nominee	Process Enquiry			
Profile	Nominee	How to Add Nominee			
Profile	Nominee	Status of Nominee Add/Del			
Profile	Nominee	Unable to Add Nominee			
Profile	Password/Pin Issues	Failed Attempts			
Profile	Password/Pin Issues	Reset Password			
Profile	Password/Pin Issues	Password/Pin Expiry			
Profile	POA	Process Enquiry			
Profile	Segment Addition	Process Enquiry			
Profile	Segment Addition	Request Rejected			
Profile	Segment Addition	Request Pending			
Profile	Segment Addition	Unable to Process Online			
Profile	Segment Addition	Documents approved over email			
Profile	Segment Addition	Documents rejected over email			
Profile	Segment Addition	Status Enquiry			
Profile	Segment Addition	Segment Deactivation			
Profile	Segment Addition	Segment Reactivation			
Profile	Segment Addition	Documents uploaded by user			
Profile	Segment Addition	Documents uploaded by CS Member			
Profile	Bank Changes	Bank Addition			
Profile	Bank Changes	Bank Removal			
Profile	Bank Changes	Change of Primary Bank A/c			
Profile	Bank Changes	Request Rejected			
Profile	Bank Changes	Status/Process Enquiry			
Profile	Bank Changes	Change of IFSC code			
Profile	Profile Changes	Email			
Profile	Profile Changes	Mobile Number			
Profile	Profile Changes	Income Range			
Profile	Profile Changes	Address Change			
Profile	Profile Changes	Name/Gender Change			
Profile	Profile Changes	Aadhar Update			
Profile	Profile Changes	Signature Change			
Profile	Profile Changes	Status/Process Enquiry			
Profile	Profile Changes	DOB Mismatch			
Profile	GST Certificate	Addition Request			
Profile	GST Certificate	Process Enquiry			
Profile	Profile Changes	Address Mismatch			
Profile	Profile Changes	KRA validation			
Profile	Account Info	Demat Info			
Profile	Account Info	Login Info			
Profile	Personal Statistics	Incorrect Details			
Profile	Emails Comm Stages	Checklist			
Profile	Emails Comm Stages	Pre-fill AOF sent			
Profile	Emails Comm Stages	Addressed Details sent			
Profile	Emails Comm Stages	Login Credentials			
Profile	Client Status	Not interested			
Profile	Client Status	Client not responding			
Profile	Client Status	Call back later			
Profile	Client Status	Not reachable			
Profile	Client Status	Dropped off			
Profile	Super Trader Gift	How to eligible for Gift			
Profile	Super Trader Gift	Gift not received			
Profile	Super Trader Gift	Address update			
Account Closure	Closure Reasons	Personal Reason			
Account Closure	Closure Reasons	Financial reason			
Account Closure	Closure Reasons	Multiple Demat account			
Account Closure	Closure Reasons	Dhan related			
Account Closure	Closure Reasons	Closure Enquiry			
Account Closure	Closure Reasons	Service Related			
Account Closure	Closure Reasons	High Charges			
Account Closure	Closure Reasons	Referral Related			
Account Closure	Closure Reasons	Compliance			
Account Closure	Closure Rejections	Signature Mismatched			
Account Closure	Closure Rejections	Holding Shares			
Account Closure	Closure Rejections	Negative Balance			
Account Closure	Closure Rejections	Trades Placed			
Account Closure	Closure Rejections	Incorrect form filled			

L1	L2	L3			
Account Closure	Closure Rejections	Address Mismatched			
Account Closure	Status	TAT Informed			
Account Closure	Status	E- sign Pending			
Account Closure	Status	Request Not Received			
Account Closure	Status	Form not received			
Account Closure	Status	Retention			
Account Closure	Status	Account Closed			
Account Opening	Account opening Info	Documents Requested			
Account Opening	Account opening Info	Account opening TAT given			
Account Opening	Account opening Info	E-sign pending.			
Account Opening	Account opening Info	KYC Verification Pending			
Account Opening	Account opening Info	CS-KYC Rejection Requested			
Account Opening	Account opening Info	NRI Account/ Joint/Minor Account			
Account Opening	Account opening Info	KYC Rejection			
Account Opening	Account opening Info	Account Opening info			
Account Opening	Account opening Info	HUF//Corporate account			
Account Opening	Pre E Sign	Bank Verification Failed			
Account Opening	Pre E Sign	Address Verification Failed			
Account Opening	Pre E Sign	Unable to upload Pan			
Account Opening	Pre E Sign	Signautre Verification Failed			
Account Opening	Pre E Sign	IPV/Live photo verification Failed			
Account Opening	Pre E Sign	Income range failed			
Account Opening	Pre E Sign	PAN Verification failed.			
Account Opening	Pre E Sign	Proof requested for verification on email			
Account Opening	Pre E Sign	Esign failed			
Account Opening	Pre E Sign	E Sign Locked			
Account Opening	Pre E Sign	Email OTP Not Received			
Account Opening	Pre E Sign	Aadhar not linked with Pan			
Account Opening	Pre E Sign	Mobile OTP Not Received			
Account Opening	Pre E Sign	Bank Limit Reset			
Account Opening	Post Esign	Approval pending from KYC			
Account Opening	Post Esign	Exchange Failed			
Account Opening	Post Esign	OMS Pending more then 3 days			
Account Opening	Post Esign	OMS failed			
Account Opening	Post Esign	Registration pending more then 3 days			
Account Opening	Post Esign	CDSL Failed			
Account Opening	Post Esign	Class Failed			
Account Opening	Post Esign	KRA validation Failed			
Account Opening	Flush required	Mobile number/ Email id flush			
Account Opening	Flush required	Re-opening account			
Online Platforms	App/Web demo	Dhan Wifi			
Online Platforms	App/Web demo	Dhan Journal			
Online Platforms	App/Web demo	Color Mode			
Online Platforms	App/Web demo	Options trader Web			
Online Platforms	App/Web demo	Demo given			
Online Platforms	App/Web demo	Watchlist feature			
Online Platforms	App/Web demo	Trader Buddy			
Online Platforms	App/Web demo	Trading from chart through App			
Online Platforms	App/Web demo	Market Live scanner			
Online Platforms	App/Web demo	2FA Login			
Online Platforms	App/Web demo	Alpha View			
Online Platforms	App/Web demo	Online path given			
Online Platforms	App/Web demo	Kill Switch			
Online Platforms	Scanx	Demo/Online path			
Online Platforms	Scanx	Feedbacks/Suggestions			
Online Platforms	Scanx	User access without login			
Online Platforms	Scanx	Data diff vs other platform			
Online Platforms	Scanx	Incorrect / Missing Data			
Online Platforms	API Features	Integration			
Online Platforms	API Features	Demo			
Online Platforms	API Features	Features			
Online Platforms	API Features	Online path given			
Online Platforms	Webhook Features	Integration			
Online Platforms	Webhook Features	Features			
Online Platforms	Webhook Features	Demo			
Online Platforms	Webhook Features	Token Generation			
Online Platforms	Webhook Features	Online path given			

L1	L2	L3			
Online Platforms	New option App	Information			
Online Platforms	New option App	Payoff Graph			
Online Platforms	New option App	Need Early Access			
Online Platforms	New option App	Custom Strategies			
Online Platforms	New option App	Demo			
Online Platforms	New option App	Online Path given			
Online Platforms	Portfolio	DDPI			
Online Platforms	Portfolio	Available Shares Info Given			
Online Platforms	Portfolio	Suspended Shares			
Online Platforms	Portfolio	Bank Aggregator			
Online Platforms	Portfolio	External Portfolio			
Online Platforms	Portfolio	Shares not in portfolio (T1 holding)			
Online Platforms	Portfolio	Position/funds not updated due to BOD			
Online Platforms	Portfolio	Unlisted Shares			
Online Platforms	Portfolio	Already sold share reflecting in Position			
Online Platforms	Portfolio	Explanation of average price.			
Online Platforms	Trade Communication	SMS			
Online Platforms	Trade Communication	Email			
Online Platforms	Trade Communication	App Notification			
Online Platforms	Trade Communication	Contract Notes			
Online Platforms	Partners	Stratzy			
Online Platforms	Partners	WealthDesk			
Online Platforms	Partners	Small Case			
Online Platforms	Option Trader Web	Payoff Graph			
Online Platforms	Option Trader Web	Pre built Strategy / Strategy Builder / Straddle chain			
Online Platforms	Option Trader Web	Position / Portfolio			
Online Platforms	Option Trader Web	Option Chain Data			
Online Platforms	Option Trader Web	Order Placement			
Online Platforms	Option Trader Web	Basket Margin/Over all Margin			
Orders	Order Placement/Modification	Scalper			
Orders	Order Placement/Modification	User Not Aware - Order placed by user			
Orders	Order Placement/Modification	Open Position Status			
Orders	Order Placement/Modification	How to Sell Holdings - New User			
Orders	Order Placement/Modification	Instant Order			
Orders	Order Placement/Modification	Ice Berg Order			
Orders	Order Placement/Modification	IOC/today			
Orders	Order Placement/Modification	Unable to sell IPO shares			
Orders	Order Placement/Modification	Auto Square off timing informed			
Orders	Order Placement/Modification	Flash Trade			
Orders	Order Placement/Modification	Equity SIP Order			
Orders	Order Placement/Modification	Basket Order			
Orders	Order Placement/Modification	AMO			
Orders	Order Placement/Modification	ETF			
Orders	Order Placement/Modification	Reverse Order			
Orders	Order Placement/Modification	Unable to Cancel orders			
Orders	Order Placement/Modification	How to buy unlisted shares			
Orders	Order Placement/Modification	Draft Order			
Orders	Stoploss Order	How to place SL			
Orders	Stoploss Order	SL missed due to Less Range			
Orders	Stoploss Order	Executed but price not on Chart			
Orders	Stoploss Order	SLM not allowed			
Orders	Stoploss Order	LPP order pending			
Orders	Stoploss Order	MPP order pending			
Orders	Stoploss Order	New user - Explained SL order			
Orders	Limit Order	Executed but price not on Chart			
Orders	Limit Order	How to place Limit			
Orders	Limit Order	Incorrect order type selected			
Orders	Limit Order	New user - Explained Limit Order			
Orders	Limit Order	Order pending due to less volume			
Orders	Bracket Order	How to place BO			
Orders	Bracket Order	How to Modify BO			
Orders	Bracket Order	BO converted to Intraday			
Orders	Bracket Order	Trigger price not In range			
Orders	Bracket Order	Buy Above Market Price			
Orders	Bracket Order	New user - Explained Bracket Order			
Orders	Bracket Order	Partial Qty Execution			
Orders	Cover Order	How to place CO			

L1	L2	L3			
Orders	Cover Order	How to Modify CO			
Orders	Cover Order	Unable to modify CO			
Orders	Cover Order	New user - Explained Cover Order			
Orders	TSLO	How to place TSLO			
Orders	TSLO	TSLO explanation			
Orders	TSLO	TSLO missed due to less range			
Orders	Forever	How to place Forever			
Orders	Forever	Price reached but not triggered			
Orders	Forever	Showing insufficient funds			
Orders	Forever	Bracket order for delivery			
Orders	Market order	Order explanation			
Orders	Market order	Executed without sufficient funds			
Orders	Market order	Market order pending MPP			
Orders	Market order	Order pending due to upper/lower circuit			
Orders	Market order	Order executed at lower/higher price as per volatility			
Orders	Convert Position	How to convert			
Orders	Convert Position	Unable to convert due to insufficient funds			
Orders	Product Type	Intraday/Trading order explained			
Orders	Product Type	Delivery/Normal order explained			
Orders	Order Rejected	BO/CO GAP not maintain			
Orders	Order Rejected	Circuit limit touched			
Orders	Order Rejected	Segment not active			
Orders	Order Rejected	Cross segment margin utilization			
Orders	Order Rejected	Same order pending			
Orders	Order Rejected	Ageing debit			
Orders	Order Rejected	Client not registered - MCX			
Orders	Order Rejected	Same Day Buy back			
Orders	Order Rejected	Expiry Day trade			
Orders	Order Rejected	Hedge break scenario			
Orders	Order Rejected	Exchange not enabled - NSE & BSE cash			
Orders	Order Rejected	Field not found			
Orders	Order Rejected	RAS failed Account blocked			
Orders	Order Rejected	SLM not allowed in Options			
Orders	Order Rejected	ASM/GSM blocked Scrips			
Orders	Order Rejected	Insufficient funds hence not able to place order			
Orders	Order Rejected	Order In- Transit			
Orders	Order Rejected	Intraday orders are not allowed			
Orders	Order Rejected	Freeze Quantity (Trade volume issue)			
Orders	Order Rejected	Intraday square-off started, will be closed by system			
Orders	Order Rejected	Price entered out of the circuit range			
Orders	Order Rejected	Incorrect SL-Limit placed			
Orders	Order Rejected	OI or strike price should be more than 10			
Orders	Order Rejected	Order cannot squared off after 12PM on expiry			
Orders	Order Rejected	T2T Stock			
Orders	Order Rejected	Technical Issue			
Orders	Order Rejected	Margin Blocked			
Orders	Order Rejected	BO/CO Not Allowed for Option			
Orders	Order Rejected	Transactions are not allowed for this script			
Orders	Order Rejected	Periodic call auction scrip			
Orders	Order Rejected	Currency fresh position not allowed			
Orders	TPIN	Transaction Failed			
Orders	TPIN	Informed how to generate TPIN			
Orders	TPIN	Cannot generate TPIN			
Orders	TPIN	Something went wrong try later			
Orders	TPIN	Informed about BO ID			
Orders	Open Position Status	Position Settled By Exchange			
Orders	Super Order	How Super Order Works			
Orders	Super Order	Order Modification			
Orders	Super Order	Order Executed at any price - After Trigger			
Orders	Super Order	Price missed due to less range			
Orders	Super Order	Executed but price not on Chart			
Orders	Super Order	TG/SL Pending - Main Leg Executed Manually			
Orders	Open Position Status	General Info - Active Positions			
Trading Related	Corporate Actions	Dividend			
Trading Related	Corporate Actions	Stock Split			
Trading Related	Corporate Actions	Bonus			
Trading Related	Corporate Actions	Right Issue			

L1	L2	L3			
Trading Related	Corporate Actions	Partly Paid up shares			
Trading Related	Corporate Actions	Consolidation			
Trading Related	Corporate Actions	OFS			
Trading Related	Corporate Actions	Merger/Demerger			
Trading Related	Traders diary	Charges/Brokerage Calculation			
Trading Related	Traders diary	Incorrect P/L			
Trading Related	Traders diary	Clarification of P/L			
Trading Related	Traders diary	Not active			
Trading Related	Traders diary	How traders diary works			
Trading Related	Ledger Clarification	Previous bill/trade explained			
Trading Related	Ledger Clarification	P&L Clarification			
Trading Related	Ledger Clarification	Ledger analysis shared with user			
Trading Related	Ledger Clarification	Unaware of Government charges/square off charges			
Trading Related	Ledger Clarification	Unaware of DP charges			
Trading Related	Ledger Clarification	Unaware of MRG/DPC intereset			
Trading Related	Negative Balance	Unaware of Government charges/square off charges			
Trading Related	Negative Balance	Unaware of DP charges			
Trading Related	Negative Balance	Unaware of MRG/DPC intereset			
Trading Related	Negative Balance	Pledge Utilization			
Trading Related	Settlement holiday	Holdings not visible			
Trading Related	Settlement holiday	Funds not settled/unrealize ledger			
Trading Related	Statement Request	Margin Statement			
Trading Related	Statement Request	Client Master Report			
Trading Related	Statement Request	Past trade statement			
Trading Related	Statement Request	Tax Report			
Trading Related	Statement Request	Invoice			
Trading Related	Statement Request	Weekly/Retention Statement			
Trading Related	Statement Request	Monthly Statement			
Trading Related	Statement Request	Contract Note			
Trading Related	Statement Request	Interest Statement			
Trading Related	Statement Request	Daily Margin Statement			
Trading Related	Statement Request	Holding Statement			
Trading Related	Statement Request	Ledger Report			
Trading Related	Statement Request	Annual Global Statement			
Trading Related	Statement Request	P & L Statement			
Trading Related	Statement Request	Realised P&L			
Trading Related	IPO/FPO/Bonds	How to apply for IPO/FPO			
Trading Related	IPO/FPO/Bonds	Refund status of Mandate			
Trading Related	IPO/FPO/Bonds	NCD/Bonds			
Trading Related	IPO/FPO/Bonds	Allotment Status			
Trading Related	IPO/FPO/Bonds	Mandate request not received (Informed TAT)			
Trading Related	IPO/FPO/Bonds	Application status (Success / failure)			
Trading Related	IPO/FPO/Bonds	When will IPO/FPO reflect in holding			
Trading Related	IPO/FPO/Bonds	IPO/FPO Cancellation			
Trading Related	IPO/FPO/Bonds	IPO/FPO Rejection			
Trading Related	FNO/MCX	General Info			
Trading Related	FNO/MCX	Changes in Lot Size/Contract			
Trading Related	FNO/MCX	Margins/Leverages			
Trading Related	FNO/MCX	Span & Exposure Details			
Trading Related	FNO/MCX	FNO Physical Settlement case			
Trading Related	FNO/MCX	Short Margin			
Trading Related	FNO/MCX	SGX Info			
Trading Related	Trading	Recommendation/Tips			
Trading Related	Trading	API			
Trading Related	Trading	CFS			
Trading Related	Trading	Price Alerts			
Trading Related	Trading	Short Sell			
Trading Related	Trading	Retention for trading			
Trading Related	Trading	Auction			
Trading Related	Trading	Short Allotment			
Trading Related	Trading	Mock			
Trading Related	Trading	Scrip Name Change			
Trading Related	MTF	Unable Pledge			
Trading Related	MTF	MTF not allowed			
Trading Related	MTF	Pledge Status			
Trading Related	MTF	OTP Not Received			
Trading Related	MTF	How to pledge			

L1	L2	L3			
Trading Related	MTF	Convert to Delivery			
Trading Related	MTF	Interest			
Trading Related	MTF	Ledger Clarification			
Trading Related	MTF	MTF Margin			
Trading Related	MTF	General Info			
Trading Related	MTF	Margin Shortfall			
Trading Related	Margin	FNO Margin			
Trading Related	Margin	Pledge Margin			
Trading Related	Margin	Equity Intraday			
Trading Related	Margin	bank			
Trading Related	Margin	Margin blocked (Pending position)			
Trading Related	Margin	Margin Used (Brokerage blocked)			
Trading Related	Margin	Exchange Margin			
Trading Related	Margin	Margin Used (Brokerage blocked + STT)			
Trading Related	Margin	Peak Margin			
Trading Related	Margin	Margin Short Fall			
Trading Related	Margin	T+4			
Trading Related	Margin	T+5			
Trading Related	Margin	MCX position Rollover			
Charges	Charges Info	Brokerage Charges			
Charges	Charges Info	Delayed Payment Charges			
Charges	Charges Info	Account opening Charges			
Charges	Charges Info	Auto Square off Charges			
Charges	Charges Info	Offer for Sale Charges			
Charges	Charges Info	DDPI Charges			
Charges	Charges Info	Call and Trade Charges			
Charges	Charges Info	Taxes			
Charges	Charges Info	Share Transfer Charges			
Charges	Charges Info	Remat/Demat Charges			
Charges	Charges Info	Cheque Bounce Charges			
Charges	Charges Info	Hard Copy and Courier Charges			
Charges	Charges Info	AMC/MMC			
Charges	Charges Info	All Charges			
Charges	Charges Info	Net Banking Charges			
Charges	Charges Info	Pledge Charges info			
Charges	Charges Info	Discontinuation of Female Brokerage			
Charges	Reversal of Charges	Account Opening Charges Reversal			
Charges	Reversal of Charges	Interest Reversal			
Charges	Reversal of Charges	Brokerage Reversal			
Charges	Reversal of Charges	DDPI Charges reversal			
Charges	Reversal of Charges	Dp Charges Reversal			
Charges	Reversal of Charges	Margin Penalty Reversal			
Charges	Reversal of Charges	DPC Reversal			
Charges	Reversal of Charges	Cheque Bounce Reversal			
Charges	Reversal of Charges	Courier Charges Reversal			
Charges	Reversal of Charges	Pledge Charges Reversal			
Charges	Reversal of Charges	Hardcopy statement charges reversal			
Charges	DP Charge Details	Holding Sold			
Charges	DP Charge Details	Pledge/Unpledge			
Charges	DP Charge Details	CUSPA			
Charges	DP Charge Details	BTST			
Charges	DP Charge Details	Hourly Payin			
Charges	DP Charge Details	Share Transfer charges			
Charges	Calculation	Contract Note Calculation			
Charges	Calculation	Brokerage Calculation			
Charges	Calculation	DPC calculation			
Charges	Calculation	Peak Margin Calculation			
Charges	Calculation	P&L Calculation			
Charges	Calculation	Retention Ledger Info			
Charges	Calculation	Margin Statement Info			
Mutual Funds	Mutual funds Info (Enquiry)	Need Mutual funds in Demat account			
Mutual Funds	Mutual funds Info (Enquiry)	Access not received			
Mutual Funds	Mutual funds Info (Enquiry)	Direct vs Regular funds			
Mutual Funds	Mutual funds Info (Enquiry)	Invest in NFO			
Mutual Funds	Mutual funds Info (Enquiry)	What is NAV / Why Diff NAV			
Mutual Funds	Mutual funds Info (Enquiry)	TAT for Mutual funds status update			
Mutual Funds	Mutual funds Info (Enquiry)	Recommendation on MF			

L1	L2	L3			
Mutual Funds	Mutual funds Info (Enquiry)	MF cut off time			
Mutual Funds	Mutual funds Info (Enquiry)	CAGR / XIRR info			
Mutual Funds	Mutual funds Info (Enquiry)	Market holiday			
Mutual Funds	Mutual funds Info (Enquiry)	Transfer			
Mutual Funds	Mutual funds Info (Enquiry)	How to change bank			
Mutual Funds	Mutual funds Info (Enquiry)	SWP inquiry			
Mutual Funds	Mutual funds Info (Enquiry)	STP inquiry			
Mutual Funds	MF Orders Placement	Order In Process/Order TAT			
Mutual Funds	MF Orders Placement	Order details - NAV, folio,			
Mutual Funds	MF Orders Placement	Cannot place SIP/Lumpsum			
Mutual Funds	MF Orders Placement	Order Rejected			
Mutual Funds	MF Orders Placement	Order Failed			
Mutual Funds	MF SIP	How to modify SIP			
Mutual Funds	MF SIP	SIP not debited			
Mutual Funds	MF SIP	SIP Registration			
Mutual Funds	MF SIP	Unable to place Sip			
Mutual Funds	MF SIP	SIP missed			
Mutual Funds	MF SIP	Stop/ Cancel/ Paused SIP			
Mutual Funds	MF SIP	Importing Existing SIP			
Mutual Funds	MF SIP	Top-up SIP			
Mutual Funds	MF NAV	NAV cut-off			
Mutual Funds	MF NAV	NAV not updated			
Mutual Funds	MF Payments	UPI			
Mutual Funds	MF Payments	Net banking			
Mutual Funds	MF Payments	Auto pay			
Mutual Funds	MF Payments	E-mandate Process			
Mutual Funds	MF Payments	Auto pay activation TAT			
Mutual Funds	MF Payments	Bank Mandate limit			
Mutual Funds	MF Payments	E-mandate Status			
Mutual Funds	MF Payments	Payment done VIA non link bank account			
Mutual Funds	MF Payments	Delete Autopay /Mandate			
Mutual Funds	MF Payments	Number of banks allowed			
Mutual Funds	MF Payments	Using Dhan Ledger			
Mutual Funds	MF Payments	Why Autopay limit is high			
Mutual Funds	MF Payments	Charge for Autopay rejection			
Mutual Funds	MF Redemption	Not credited in bank account			
Mutual Funds	MF Redemption	Redemption process			
Mutual Funds	MF Redemption	Redemption TAT			
Mutual Funds	MF Redemption	Redemption Lockin			
Mutual Funds	MF Redemption	CDSL TPIN Issue			
Mutual Funds	MF Redemption	Unable to place redemption order			
Mutual Funds	MF Redemption	Redemption Order Rejected			
Mutual Funds	MF Redemption	Remdeption Request rejected			
Mutual Funds	MF Redemption	Tax on Redemption			
Mutual Funds	MF Redemption	Charge on redemption			
Mutual Funds	MF Redemption	ELSS redemption			
Mutual Funds	MF Portfolio	Update TAT - SIP			
Mutual Funds	MF Portfolio	Update TAT - NFO			
Mutual Funds	MF Portfolio	Import porfolio from outside			
Mutual Funds	MF Portfolio	External portfolio Request			
Mutual Funds	MF Portfolio	Top up portfolio			
Mutual Funds	MF Portfolio	Pledge Request			
Mutual Funds	MF Portfolio	Portfolio not updated			
Mutual Funds	MF Portfolio	Incorrect Investment Value			
Mutual Funds	MF Portfolio	Online path given			
Mutual Funds	MF KYC	How to activate			
Mutual Funds	MF KYC	Need Only MF On Dhan			
Mutual Funds	MF KYC	HUF Client			
Mutual Funds	MF Nominee	How to add Nominee			
Mutual Funds	MF Nominee	Modification Request			
Mutual Funds	MF Nominee	Removal of Nominee			
Mutual Funds	MF Reports	Portfolio Report			
Mutual Funds	MF Reports	Capital gain Report			
Mutual Funds	MF Reports	ELSS Report			
Mutual Funds	MF Reports	Transaction/Order Statement			
Mutual Funds	MF Reports	Investment Insights			
Mutual Funds	MF Lumpsum or One Time	How to place lumpsum order			

L1	L2	L3			
Mutual Funds	MF Lumpsum or One Time	What will be NAV			
Mutual Funds	MF Lumpsum or One Time	What is lumpsum order			
Mutual Funds	MF Lumpsum or One Time	Not Debited			
Mutual Funds	Demat MF	How to activate			
Mutual Funds	Demat MF	How to Pledge			
Mutual Funds	Demat MF	Access not Received			
Mutual Funds	Demat MF	Unable to Activate			
Mutual Funds	Demat MF	Unable to Pledge			
Payments	Pay In	Funds already updated - Customer unaware			
Payments	Pay In	Pay-IN Disable			
Payments	Pay In	Informed TAT for pay in			
Payments	Pay In	Payment failed but refund not received			
Payments	Pay In	Payment failure by UPI			
Payments	Pay In	Unregistered Bank/UPI			
Payments	Pay In	Balance not updated due to BOD			
Payments	Pay In	Payment not approved in Time Frame			
Payments	Pay In	Transaction successful but funds not visible in app			
Payments	Pay Out	NEFT (Before 5 PM) Payout TAT informed			
Payments	Pay Out	NEFT (After 5 PM) Payout TAT informed			
Payments	Pay Out	IMPS Payout TAT informed			
Payments	Pay Out	NEFT TAT exceeded			
Payments	Pay Out	IMPS TAT exceeded			
Payments	Pay Out	IMPS failed			
Payments	Pay Out	Partial payout			
Payments	Pay Out	Payout Disabled			
Payments	Pay Out	Monthly/Quarterly settlement			
Payments	Pay Out	Settlement is pending hence unable to make payout			
Payments	Pay Out	Withdrawal request Cancellation			
Payments	Pay Out	Same Day Payout			
Payments	Pay Out	Order placed after payout request			
Payments	Pay Out	Order placed before payout request			
Payments	Pay Out	Payout Received - Status not updated			
Payments	NEFT/RTGS/IMPS/Net Banking	Funds Already Uploaded			
Payments	NEFT/RTGS/IMPS/Net Banking	Details Shared			
Payments	NEFT/RTGS/IMPS/Net Banking	Net Banking Failed			
Payments	NEFT/RTGS/IMPS/Net Banking	Transaction successful but funds not visible in app			
Payments	NEFT/RTGS/IMPS/Net Banking	Payment not approved in Time Frame			
Payments	NEFT/RTGS/IMPS/Net Banking	Payment failed but refund not received			
Payments	One Tap ICICI	Process Enquiry			
Payments	One Tap ICICI	Unable to Link			
Payments	One Tap ICICI	Payin Limit			
Accounts Related	Account Status	Inactive			
Accounts Related	Account Status	Suspended For Trading			
Accounts Related	Account Status	Dormant			
Accounts Related	Account Status	Closed			
Accounts Related	Account Status	Account Suspended due to PAYTM bank			
Accounts Related	Account Status	Activation			
Accounts Related	Account Status	Invalid Number			
Accounts Related	Share Conversion	Share Transfer Process			
Accounts Related	Share Conversion	Remat/Demat			
Accounts Related	Share Conversion	DIS Booklet			
Accounts Related	Share Conversion	Share Transfer through EASI			
Accounts Related	Share Conversion	Average Price			
Refer and Earn	Referral	General Info			
Refer and Earn	Referral	Referral Amount Info			
Refer and Earn	Referral	Referral Withdrawal Info			
Refer and Earn	Referral	Referral not credited			
Refer and Earn	Referral	Referral Mapping Info			
Refer and Earn	Referral	Re-Mapping			
Refer and Earn	Referral	Payout Discontinued			
General	Communication Details	Office Address			
General	Communication Details	Safety/ Security			
General	Communication Details	Helpline Numbers			
General	Communication Details	Market Timings			
General	Communication Details	Holiday List			
General	Communication Details	Moneylicious Clients			
General	Communication Details	Non Account Holder			

L1	L2	L3			
General	Communication Details	Unregistered Email id			
General	Communication Details	Language barrier			
General	Communication Details	CNT number given			
General	Communication Details	Details Required			
General	Miscellaneous	No Attachment Found			
General	Miscellaneous	Elaborate Query			
General	Miscellaneous	No action needed			
General	Miscellaneous	Duplicate Ticket			
General	Miscellaneous	Junk			
General	Miscellaneous	NSE Exchange			
General	Miscellaneous	DhanHQ Twitter			
General	Miscellaneous	Bulk Close			
General	Miscellaneous	Rs 1000 Service gesture			
General	TM/TL Call back	Customer Awaits a callback			
General	TM/TL Call back	Senior Call Back Taken			
General	Offers	Account Opening Offer			
General	Offers	Brokerage Offer			
General	Offers	AP offer			
General	Offers	GIFT			
General	Offers	CRED			
General	Offers	PhonePe			
General	Offers	GPAY			
Technical Issues	Application Issue	Login Issue			
Technical Issues	Application Issue	Application Crash			
Technical Issues	Application Issue	2FA Error			
Technical Issues	Application Issue	Price Fluctuation			
Technical Issues	Application Issue	Option Chain Page not loading			
Technical Issues	Application Issue	Trading from chart issue			
Technical Issues	Application Issue	Downtime Maintenance			
Technical Issues	Application Issue	Loss claim			
Technical Issues	Application Issue	Chart issue			
Technical Issues	Application Issue	Watchlist issue			
Technical Issues	Application Issue	Application Hanged			
Technical Issues	Application Issue	No data in Option chain			
Technical Issues	Application Issue	Incorrect Price			
Technical Issues	Application Issue	Screen Shot Required			
Technical Issues	Application Issue	Position Issue			
Technical Issues	Watchlist issue	Improper price			
Technical Issues	Watchlist issue	Price Not Fluctuation			
Technical Issues	Web Issue	Login Issue			
Technical Issues	Web Issue	Unable to Scan QR Code			
Technical Issues	Web Issue	Option traders Web issue			
Technical Issues	Web Issue	Option Chain Page not loading			
Technical Issues	Web Issue	Price Fluctuation			
Technical Issues	Web Issue	Chart issue			
Technical Issues	Web Issue	Watchlist issue			
Technical Issues	Web Issue	Incorrect Price			
Technical Issues	Web Issue	No data in option chain			
Technical Issues	Web Issue	Screen Shot Required			
Technical Issues	Web Issue	Position Issue			
Technical Issues	Web Issue	Color Mode issue			
Technical Issues	Exchange Issue	Broadcast Issue			
Technical Issues	Exchange Issue	Pan verification unsuccessful			
Technical Issues	Portfolio Issue	Shares not reflecting			
Technical Issues	Portfolio Issue	Incorrect average price			
Technical Issues	Portfolio Issue	Price Fluctuation			
Technical Issues	Portfolio Issue	Incorrect/Incomplete holding			
Technical Issues	Portfolio Issue	Price updation			
Technical Issues	Portfolio Issue	Past trades not reflecting			
Technical Issues	New Option App	Application Crash			
Technical Issues	New Option App	Downtime Maintenance			
Technical Issues	New Option App	Chart issue			
Technical Issues	New Option App	Application Hanged			
Technical Issues	New Option App	Incorrect Price			
Technical Issues	New Option App	Position Issue			
Technical Issues	New Option App	Option Chain Page not loading			
Technical Issues	New Option App	Strategy Builder			

L1	L2	L3			
Invest	Small Case	Process Enquiry			
Invest	Small Case	login issue			
Invest	Small Case	Small Case Shares not reflecting in portfolio			
Invest	Mutual Funds	Process Enquiry			
Invest	Authorized Partner	Process Enquiry			
Invest	Authorized Partner	Mapping Change			
Invest	SLBM	Process Enquiry			
Invest	Statzy	Process Enquiry			
Invest	Statzy	Login Issue			
Invest	Statzy	Statzy Shares not reflecting in portfolio			
Invest	Quicko	Login Issue			
Invest	Quicko	Process Enquiry			
Invest	Quicko	Unable to pull report			
Feedbacks	Product	Margin Related			
Feedbacks	Product	Trading View			
Feedbacks	Product	Order related			
Feedbacks	Product	Charts			
Feedbacks	Product	TPIN Related Feedback			
Feedbacks	Product	Pre Defined Watchlist			
Feedbacks	Product	MTF			
Feedbacks	Product	Forex Trading			
Feedbacks	Product	UI			
Feedbacks	Survey Call	Satisfied			
Feedbacks	Survey Call	Unsatisfied			
Feedbacks	Customer Service	Positive			
Feedbacks	Customer Service	Negative			
Onboarding	New Lead	NC - Ringing			
Onboarding	New Lead	NC - Switch Off			
Onboarding	New Lead	NC- Not reachable			
Onboarding	New Lead	NC - Busy			
Onboarding	New Lead	NC - Invalid number			
Onboarding	New Lead	Call Back Requested			
Onboarding	New Lead	Check list shared & Document awaited			
Onboarding	New Lead	Not Interested			
Onboarding	New Lead	Document Not Available			
Onboarding	Document Rejected	NC - Ringing			
Onboarding	Document Rejected	NC - Switch Off			
Onboarding	Document Rejected	NC- Not reachable			
Onboarding	Document Rejected	NC - Busy			
Onboarding	Document Rejected	NC - Invalid number			
Onboarding	Document Rejected	Call Back			
Onboarding	Document Rejected	Document Not Available			
Onboarding	Document Rejected	Not Interested			
Onboarding	Document Received	Verification In Process			
Onboarding	Document Ok	Prefilled Account Opening is In Process			
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC - Ringing			
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC - Switch Off			
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC- Not reachable			
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC - Busy			
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC - Invalid number			
Onboarding	Prefill A/c Opening Done - Stamping & Signing	Call Back			
Onboarding	Prefill A/c Opening Done - Stamping & Signing	Not Interested			
Onboarding	Prefill A/c Opening Done - Stamping & Signing	Awaiting AOF through courier			
Onboarding	Internal Communication	No action needed			
Onboarding	AOF Received	Account Opening is In Process			
TradingView	Order Placement	Unable To Place Order Via Charts			
TradingView	Order Placement	Unable To Exit Position - Freeze Quantity			
TradingView	Order Placement	Create New Order - Tab Explained			
TradingView	Order Placement	Order Executed - Not Visible on Charts			
TradingView	Chart Related	Chart Lag / Hang			
TradingView	Chart Related	Incorrect Candles / Price			
TradingView	Chart Related	P&L Line Not Visible			
TradingView	Chart Related	Online Path Given			
TradingView	Chart Related	Chart Auto Save Not Working			
TradingView	Chart Related	Option Chain Page not loading / Price Flucutation			
TradingView	Chart Related	Price Fluctuation			
TradingView	Chart Related	Chart Data Not visible			

L1	L2	L3			
TradingView	TradingView.Com	Unable To Place Order			
TradingView	TradingView.Com	Login Issue - Connecting Dhan			
TradingView	TradingView.Com	Premium Features			
TradingView	TradingView.Com	Webhook Related			
TradingView	Layout/Symbol/Indicators	Layout Auto Save			
TradingView	Layout/Symbol/Indicators	Indicator Info			
TradingView	Layout/Symbol/Indicators	Tools Info			
TradingView	Layout/Symbol/Indicators	Online Path Given			
TradingView	Layout/Symbol/Indicators	Alerts Related			
Pledge/Unpledge	Pledge	How To Pledge Shares			
Pledge/Unpledge	Pledge	Unable to pledge shares - T+1 holdings			
Pledge/Unpledge	Pledge	Pledge Margin not received			
Pledge/Unpledge	Pledge	Pledge Timing Informed			
Pledge/Unpledge	Pledge	General Info - How pledge process work / Interest			
Pledge/Unpledge	Pledge	Unable to pledge shares - Tech Issue			
Pledge/Unpledge	Unpledge	Unable to unpledge - Same day			
Pledge/Unpledge	Unpledge	Unable to unpledge - Margin Utilised			
Pledge/Unpledge	Unpledge	Unable to unpledge - Tech Issue			
Pledge/Unpledge	Unpledge	Unpledge Timing Informed			

L1	
Account Closure	
Account Opening	
Accounts Related	
Charges	
Feedbacks	
General	
Invest	
Mutual Funds	
Onboarding	
Online Platforms	
Orders	
Orders	
Payments	
Pledge/Unpledge	
Profile	
Profile	
Refer and Earn	
Technical Issues	
Trading Related	
TradingView	
Grand Total	

Account Closure
 Account Opening
 Accounts Related
 Charges
 Feedbacks
 General
 Invest
 Mutual Funds
 Onboarding
 Online Platforms
 Orders
 Orders
 Payments
 Pledge/Unpledge
 Profile
 Profile
 Refer and Earn
 Technical Issues
 Trading Related
 TradingView

			Profile	
			Account Closure	
			Account Opening	
			Online Platforms	
			Orders	
			Orders	
			Trading Related	
			Charges	
			Mutual Funds	
			Payments	
			Accounts Related	
			Refer and Earn	
			General	
			Technical Issues	
			Invest	
			Feedbacks	
			Onboarding	
			TradingView	
			Pledge/Unpledge	