



R.L.P. Securities Pvt. Ltd.

Corporate Member – NSE, BSE & MSEI.

Depository Participant – CDSL.



Investor Grievance Redressal Process

Objective:

The objective Of the policy is to Redress the Investor Grievances, in a time bound and speedy way to the satisfaction of the clients.

Policy:

Where the Client has got any grievances, at branch level or HO level, he / she should first promptly notify the same to the Compliance Officer of our company in writing so as to reach our registered office or through email to our Investor Grievance Cell stating the nature and value (if any) of the grievance along with the relevant supporting documents. All the Grievances are time bound and the clients should strictly adhere to such limitation of time.

The Grievances should reach:

Compliance Officer :- Mr. Ch. V. A. Varaprasad

Email Id: varaprasad.challa@rlpsc.com

Investor grievances designated e mail ID : rlpsec_grievancecell@yahoo.com

Phone No: 040 23352485, 040 30602485 Mob: 91-9393136201.

DP: - rlpdp_grievancecell@yahoo.com 040 30605861, 040 66755863

After examining the grievance, the same would be recorded by the compliance team and the compliance officer will address the same. Internally the grievance will be informed to the concerned department. The Head(s) of the Department along with staff members will examine the grievance and report the matter to the Compliance Officer within in One week, who in turn will redress the grievance within a maximum period of 30 days from the date of receipt of the grievance. After recording the grievance and action taken in the register. The Management will review the status of all the unresolved grievances if any periodically.

The grievances are monitored centrally from Head Office and any Compliants received at Branches or Sub Brokers or Authorised Persons should be intimated to the Compliance Officer Maximum within seven days from the receipt, along with its explanation and supporting documents, The same will be addressed by the Compliance Officer, As per the Rules, Regulations and ByeLaws of the Exchanges, SEBI, Various Regulators and our own Policies and procedures.

As an ongoing process the compliance department will at random be in touch with the clients directly and take confirmation and feed back from the clients, on matters relating to transactions and activities at Branch level and dealer level.

In case of concentration of complaints or if serious lapses / fraud is noticed from the review of complaints received from a specific Branch / Sub Broker / Authorised person, The RMS and Compliance team will closely Monitor the transactions and activities of such a location and any deviations observed will be intimated to the Compliance Officer, The Compliance Officer along with the management team would investigate and take appropriate action including that of terminating the appropriate persons and taking all such necessary action as required by the statute.

402, Nirmal Towers, Dwarakapuri Colony, Punjagutta, Hyderabad – 500 082.

Tel: 91 40 23352485, Fax: 91 40 23351238 CIN- U74920TG1996PTC025916

E-Mail: rlpsecurities@yahoo.com, rlpsecurities@hotmail.com Website: www.rlpsecurities.com

NSE Cash: INB230961139, NSE Derivatives: INF230961139, NSE CD: INE230961139

BSE Cash: INB010961135, BSE Derivatives: INF010961135, MSEI: INE260961139 CDSLDP – IN-DP-CDSL-344-2006



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All the complaints received directly by SEBI / Exchanges / any other regulatory bodies will be recorded in the Investor Grievances register and will be resolved in the time frame as per the statute time.

All the grievances which are serious in nature will be put before the Board of Directors. The nature and the speedy disposal of the grievances are monitored by the compliance officer and will be reported to the regulatory bodies, where ever required.

In case the client is not satisfied, with the resolution or the complaint is pending for more than 21 days the client can approach our:

CEO. - Dr. R.M.C.V. Prasada Rao

Email Id:- rlp_director@yahoo.com

Phone No: 040 23352485, 040 30602485 Mob: 91-9848039924.

If not satisfied with the resolution of the Resolution of the Grievances, the client may approach the concerned Stock Exchange(s) at the following:

	Web Address	Contact No.	Email Id
BSE	www.bseindia.com	022-22728097	is@bseindia.com
NSE	www.nseindia.com	1800220058	ignse@nseindia.co.in
DP	www.cdslindia.com	18002005533	complaints@cdslindia.com
MSEI	www.msei.in	022 61129000 (Ext:9028)	investorcomplaints@msei.in

After approaching us and the Exchanges, if client is not satisfied he / she can lodge the grievances with SEBI at <http://scores.gov.in>.

Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

Review Policy:

This policy may be reviewed as and when there are any changes introduced by any statutory authority or as and when it is found necessary to change the policy due to business needs.

The policy may be reviewed by the **Managing Director / Compliance Officer** and place the changes in policy before the Board at the meeting.

Approval Authority:

This Policy was placed before the board in the Board of Directors meeting held on 18.12.2018 at our Head office and was approved.

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