



RAMCHANDRA LEASING & FINANCE LIMITED

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POLICY ON REDRESSAL MECHANISM FOR INVESTOR GRIEVANCES

Objective:

The Policy on Redressal mechanism for Investor Grievances is formed in pursuance of various SEBI, Stock Exchanges & depository guidelines on investor grievance redressal. **Ramchandra Leasing & Finance Limited** is committed to provide the highest standards of services to all its investors and customers. In our constant endeavour to protect and enhance the best interest of our investors, a comprehensive policy defining the detailed procedure for lodgement and redressal of investor grievance has been formulated.

Scope:

The Policy on Redressal mechanism for Investor Grievances shall cover the grievances lodged by all the investors such as shareholders, deposit-holders, debenture-holders as well as the customers of the company.

1. Registration / Lodgement of Grievance:

For the purpose of smooth, effective and timely redressal of investor grievances, the Investor Grievance Redressal has been centralized and monitored by the Compliance Officer, Compliance Department of **Ramchandra Leasing & Finance Limited**.

The Company has created a dedicated e-mail ID to receive investor complaints i.e. **grievance@ramchandrafinance.com**. The aforesaid ID is communicated to each and every client using various modes like Know Your Client Form, Welcome Letters, official communications and is displayed on the Company's official website and Notice Boards.

Ramchandra Leasing & Finance Limited receives complaints from investors in any of the modes viz: physical letters, fax, e-mail, phone and personal visit. Further, complaints are also received through Regulatory authorities, Advocates, Consumer forums etc.

The complaints received either physically or electronically shall be filed serially. A Register of Complaints is maintained in accordance with the rules, regulations, bye-laws and directives of SEBI and other regulatory authorities stating complete details of complaints including nature of complaints, investor name and authority from which complaint has been received.

2. Redressal of Grievance:

Investor grievance redressal is a centralized function and is handled by the Compliance Department at the Corporate Office of the Company. It shall be the duty of the Compliance Officer to ensure that the complaints received from investors are redressed at the earliest and without delay.

All the investor grievances received shall be verified and scrutinized by the Compliance Department. On receipt of the complaint, the Compliance Officer may seek further information from the complainant and also seek details/information from the concerned department/officials for verification against allegations made in the complaint.

If there is no response from the concerned department/officials within 7 working days of the complaint, the same shall be escalated to the Company Secretary. The Company has set a target period of maximum **30 days** for redressal of any complaint and providing a prompt reply to the investors.



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The following process and guidelines are laid down by the Company for proper and responsible handling of all complaints and for ensuring efficient and effective complaints resolution:

1. An investor can make a written complaint through email or letter to the Company's Corporate Office.
2. Under SEBI directives, a designated email ID **grievance@ramchandrafinance.com** is monitored by the Compliance Department on a daily basis.
3. All investor grievances received in writing or through the designated email ID shall be verified and scrutinized by the Compliance Department and necessary steps shall be initiated to resolve the complaint within **1–2 working days** of receipt.

3. Filing of Complaint on SEBI SCORES Portal:

SEBI has launched the SEBI Complaints Redress System (SCORES 2.0) and Smart ODR platform for redressal of investor grievances. SCORES is a web-based centralized system to capture investor complaints against listed companies and registered intermediaries and is available 24x7.

It is recommended by SEBI that investors shall first approach the Company with all requisite details for redressal of complaints. In case the Company fails to redress the complaint to the investor's satisfaction, the investor may file a complaint on SCORES.

The procedure for lodging a complaint on SCORES is as under:

- a) Investors wishing to lodge a complaint on SCORES 2.0 may register themselves on www.scores.gov.in by clicking on "Register here" and providing requisite details. Upon successful registration, login credentials shall be communicated to the investor.
- b) The investor may lodge a complaint using the login credentials under the "Login for Registered User" section.
- c) The complaint shall be forwarded to the Company for resolution and the Company shall redress the grievance within **30 days**, failing which the complaint shall be registered in SCORES.
- d) Investors may lodge a complaint on SCORES within **three years** from the date of cause of complaint where:
 - The Company has rejected the complaint; or
 - No communication is received from the Company; or
 - The investor is not satisfied with the reply or redressal action taken.

The Compliance Department shall be responsible for monitoring complaints received through the SCORES Portal on a daily basis.

4. Preservation of Records:

The Complaint Register shall be maintained for such period as prescribed by the regulatory authorities. Electronic records shall be archived periodically and shall be retrievable whenever required. Hard copies of complaints shall be properly filed and maintained.

5. Review of Complaints & MIS:



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The Compliance Officer shall regularly monitor and review complaints based on nature, origin and category. Based on such analysis, the management shall be informed to strengthen internal systems and controls.

A Management Information System (MIS) of complaints received, resolved and pending shall be placed before the Board of Directors periodically for review and necessary directions.

6. Tracking of Pending / Unresolved Complaints:

Complaints shall be replied within the time limits prescribed by regulators. In all cases, complaints shall be resolved within **30 days**.

The status of complaints and any extension sought shall be properly communicated to the investors.

7. Monitoring of Investor Grievance Redressal Process:

The Compliance Department and Internal Auditors may conduct periodic reviews to ensure adherence to this policy.

8. Amendments to the Policy:

This Policy may be amended from time to time in accordance with changes in applicable laws, rules and regulations or as recommended by the Board of Directors.
