

**RRS SHARES & STOCK BROKERS PVT LTD**

**PROCEDURE FOR FILING A COMPLAINT**

Step by Step Procedure for Redressal of Client Complaint/ Grievance

1. Clients who have complaints against the Stock-Broker are required to first approach the Customer Care of Grievance Redressal Team. Details of the Investor Grievance Redressal Team with Name/ Contact Person/ Contact Number/ email id and address of the Grievance Redressal Team with Investor Grievance Escalation Matrix are provided on our website [www.rrsshare.com](http://www.rrsshare.com) under the Contact us tab.
2. Complainants are requested to submit complete details of the complaint through physical letter or email the complaint with complete details. Grievance Redressal Team will not be in a position to register the complaint with incomplete information of the complaint, which is called for.
3. Only complaints from the Registered Clients shall be entertained. The Team shall not entertain complaints/ Grievance on behalf of Clients by their advocates or agents or by any third parties or representatives.
4. Clients should note that only matter pertaining to Complaint/ Grievance shall be admitted as such by the Team. Matters pertaining to normal service requests are not under the purview of Grievance Redressal Team and will not be admitted as Investor Complaint/ Grievance.
5. Upon receipt of the complaint from the client either via email or in writing, the Customer Care of the Grievance Redressal Team of the Stock Broker takes immediate swift action and replies to the client acknowledging the receipt of the complaint.
6. The Complaint received is then discussed within the Grievance Redressal Team and necessary steps are taken to resolve the complaint to the satisfaction of the client. A proper and satisfactory response is then communicated to the client via the same medium of the receipt of the complaint.
7. If the clients do not receive response from the Customer Care of the Grievance Redressal Team within a reasonable period of time or are dissatisfied with the response of the grievance redressal team, they may approach the Head of the Customer Care of the Grievance Redressal Team.
8. In absence of response/ complain not addressed to the client's satisfaction, Clients may lodge a complaint with SEBI at <https://scores.sebi.gov.in/scores-home> or with the Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> or <https://bseicrs.bseindia.com/ecomplaint/frminvestorHome.aspx>. Please quote your Service Ticket/ Complaint Reference Number while raising your complaint at SEBI SCORES.

9. Apart from the above options, if it is felt necessary by the complainant to send the communication in physical form, the same may be sent to the address as mentioned herein below:

**RRS SHARES & STOCK BROKERS PVT LTD.**

114, Rajabhadur Mansion – 2,  
24/B, Rajabhadur Compound,  
Ambalal Doshi Marg, Fort,  
Mumbai – 400 001  
Tel: +91-22-618 29 200/ 201  
Email: [grievance@rrsshare.in](mailto:grievance@rrsshare.in)  
[teammumbai@rrs.in](mailto:teammumbai@rrs.in)

10. After exhausting all the above options for resolution of the Grievance/ Complainant, if the Client is still not satisfied with the outcome, then the client can initiate dispute resolution through The ODR Portal. (<https://smartodr.in/login>).  
Link provided on our website: [www.rrsshare.com](http://www.rrsshare.com)

**FLOW CHART FOR FILING A COMPLAINT**

