



**Basic details of the SB such as registration number, registered address of Head Office and branches if any -**

<b>Stock Broker Name</b>	<b>Registration Number</b>	<b>Registered/CORPARATE Address</b>	<b>Branch Address (if any)</b>	<b>Contact Number</b>	<b>Email id</b>
RR EQUITY BROKERS PVT LTD	INZ000270435	<b>Registered Address</b> 55, 1 <sup>ST</sup> Floor, Near Flyover, Neelam Chowk, NIIT, Faridabad-121001 (Harayana)		0129-4127361	compliance@rrfcl.com
RR EQUITY BROKERS PVT LTD	INZ000270435	<b>Corporate Address</b>  412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001	412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001	011-44441111	compliance@rrfcl.com
			224, AJC Bose Road, Room- 704, Krishna Building Beckbagan More, Kolkata - 700017	33-4007 6646	compliance@rrfcl.com

**Basic details of the DP such as registration number, registered address of Head Office and branches if any -**

<b>Stock Broker Name</b>	<b>Registration Number</b>	<b>Registered/CORPARATE Address</b>	<b>Branch Address (if any)</b>	<b>Contact Number</b>	<b>Email id</b>
RR EQUITY BROKERS PVT LTD	CDSL-IN-DP-239-2016	<b>Main office Address</b> 412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001		011-44441111	compliance@rrfcl.com

**Escalation Matrix:**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email Id</b>
COORDINATION/ACCOUNTS(Equity)/COMPLIANCE-AP Registration	Narender Kumar Yadav	412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001	9310258001	narender@rfcl.com
ONLINE TRADING & RMS Queries	Manoj Kumar Gupta	412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001	9540001963	manojgupta@rfcl.com
Account Opening & Back Office Related Queries	Neeraj Mishra	412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001	8178998157	neerajmishra@rfcl.com
DP Related Queries	Laxman Kumar	412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001	8178997836	laxman@rfcl.com
KYC Related Queries	Meenakshi	412-422, Indraprakash	8929682602	meenakshi.k@rfcl.com



		Building 21, Barakhambha Road, New Delhi -110001		
Compliance Officer	Narender Kumar Yadav	412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001	9310258001	compliance@rrfcl.com

**Names and contact details of all Key Managerial Personnel including the Compliance Officer-**

<b>Sr. No.</b>	<b>Name of the Individual</b>	<b>Designation</b>	<b>Mobile Number</b>	<b>Email Id</b>
1.	JEETESH KUMAR	DESIGNATED DIRECTOR	9579645636	jeetesh@rrfcl.com
2.	ADITYA CHANDRA	INDEPENT DIRECTOR	9899852521	
3.	RAJAT PARSAD	DESIGNATED DIRECTOR	9810010622	rajatpersad@rrfcl.com
4.	NARENDER KUMAR YADAV	COMPLIANCE OFFICER	9310258001	compliance@rrfcl.com



**Details of Authorized Persons**

<b>List Of Authorised Persons (AP)</b>										
<b>Sr . No</b>	<b>Authorised Person's Name</b>	<b>Authorised Person Code (Exchange wise)</b>	<b>Constitution</b>	<b>Status</b>	<b>Registered Address</b>				<b>Terminal Details (Exchange Wise)</b>	
				<b>(Approved /Cancelled)</b>	<b>Add</b>	<b>City</b>	<b>State</b>	<b>Pin code</b>	<b>Terminal Allotted (Y/N)</b>	<b>No. of Terminals</b>
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2										
3										
4										
5										

<b>List of Authorised Persons (AP) Cancelled by Members on Account of Disciplinary Reasons</b>						
<b>Sr. No.</b>	<b>Authorised Person's Name</b>	<b>Status</b>	<b>Authorised Person Cancellation Details</b>			
			<b>Date</b>	<b>Reason</b>		
1	NIL	NIL	NIL	NIL	NIL	
2						



## **Detailed write up on procedure for filing a complaint on a designated email id.**

The regulator has made it mandatory for each broker member to have a dedicated mail Id for the investor / customers to make his complaints / grievances with the member, and the broker is required to resolve such complaints within a reasonable time after the receipt of such complaints. The company has formed a mail ID [rrequity@rrfcl.com](mailto:rrequity@rrfcl.com) on the RR Equity Brokers Pvt. Ltd website to receive and address the grievances of the investors as and when they become our client/customer.

The mail ID will be accessed by the following personal from the company: -

- Designated Director
- Compliance Officer
- Accounts / Back-office

The company shall ensure that once a complaint is received from the customer/investor, the same is attended as a top priority and provide the reply regarding the investor query as soon as possible depending on the complexity of the complaint. Many times the client enquire for information also on the investor grievance email id, then in such cases the compliance officer will bifurcate the email received as an investor grievance email or an enquiring email. In case if it is an enquiring email then the same is required to be replied within a maximum of 3 working days. **In case if it is an investor grievance then the same has to be replied after thorough study within a period of 7 working days.** In case the complaint/query is of such nature that it requires the attention and discussion of the senior management, then the said complaint/grievance should be discussed by the Investor Grievance Committee and a suitable solution must be communicated to the investor/customer at the earliest.

### **Types of Investor Grievances / Complaints: -**

1. non-receipt / delay in payment:
2. Delay in refund of margin payment
3. Non settlement of accounts
4. non-receipt / delay in delivery or transferring securities
5. non-receipt of documents
6. Non receipt of Bills/ Contract notes
7. Non receipt of Account statements
8. Non receipt of copies of Rights & Obligation Documents.
9. Unauthorized trades / misappropriation
10. Service-related issue.
11. Excess brokerage
12. non-execution of order
13. Wrong execution of order
14. Connectivity / system related problem
15. non-receipt of corporate benefits
16. Other service defaults
17. Closing out / squaring up
18. Dispute in Auction value / close out value
19. Non implementation of arbitration award
20. Others

RR EQUITY BROKERS PVT. LTD

412-422, Indraprakash Building 21, Barakhambha Road, New Delhi-110001

Email ID : [rrequity@rrfcl.com](mailto:rrequity@rrfcl.com) / contact Nos : 9310258001