



THE RAMCO CEMENTS LIMITED

INVESTOR GRIEVANCE POLICY



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BACKGROUND

SECURITIES

A. Equity Shares

The Company's Equity Shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE). The Company's Equity Shares are under compulsory trading in demat form only.

B. Non-Convertible Debentures

The Company's privately placed Non-Convertible Debentures (NCDs) are listed on the Debt Segment of BSE. The NCDs are issued in demat form.

C. Commercial Papers

The Company's privately placed Commercial Papers (CP) are listed on the Debt Segment of BSE. The CPs are issued in demat form.

OBJECTIVE

The objective of the Policy is to

- a. build Investor Grievance redressal mechanism.
- b. promote investor friendly relations.
- c. increase the investor confidence.
- d. provide machinery to query or record grievance.
- e. ensure visibility and accessibility of investor grievance process to all the stakeholders
- f. ensure confidentiality of investors' information unless required for addressing the grievance
- g. ensure clear accountability for resolution and reporting of grievance
- h. classify and differentiate queries, requests and complaints, etc. and respond accordingly.
- i. serve as a feedback mechanism



GRIEVANCE HANDLING MECHANISM

1. The Company has established an in-house mechanism for all investor services and grievances handling.
2. The Company Secretary is the Compliance Officer entrusted with the responsibility of implementation of this policy and also to ensure compliance of all statutory requirements relating to investors.
3. The Company has a designated email ID investorrelations@ramcocements.co.in for handling investor grievances to which investor can submit their grievances. This e-mail ID is mentioned on every communication of the Company to the shareholders and is also available on the website of the Company.
4. The Compliance Officer is responsible for ensuring provision of prompt and effective services to shareholders and monitoring the dedicated email address of the Company for investor grievances.
5. The following are treated as grievances, for the purpose of reporting to stock exchanges in accordance with LODR.
 - a. Investor grievances received through SCORES Portal of SEBI.
 - b. Investor grievances received through Stock Exchanges.
 - c. Investor grievances received through Ministry of Corporate Affairs.
 - d. Investor grievances received through any other Regulatory Authorities.
 - e. Any legal notices and subsequent actions relating to the legal notices, received on behalf of the security holders.
6. In terms of the requirements of Section 178(5) of the Companies Act, 2013 and Regulation 20 of LODR, the Company has constituted the Stakeholders' Relationship Committee (SRC). The SRC functions under the Chairmanship of an Independent Director.

The role of the SRC shall *inter-alia* include the following:



- a. Resolving the grievances of the security holders of the Company including complaints related to transfer/transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates, general meetings etc.
- b. Review of measures taken for effective exercise of voting rights by shareholders.
- c. Review of adherence to the service standards adopted by the Company in respect of various services being rendered.
- d. Review of the various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend/annual reports/statutory notices by the shareholders of the company.
- e. Any other investor grievances.

The Company follows the following timelines for redressal of investor requests / queries / grievances:

Particulars	Turnaround Time
Queries relating to non-receipt of dividend, etc.	Within 15 days
Demat requests	Within 15 days
Remat requests	Within 15 days
Other requests - such as change of address, non-receipt of annual report and updation of KYC details, etc.	Within 7 days
Issue of Entitlement Letter for claiming shares / dividends from IEPF	Within 15 days
Filing of E-Verification Report	Within 10 days
Grievances as enumerated at Point No: 5 above	Within 15 days

Note: The turnaround time starts on the day the Company receives all the necessary documents and applies both for approval and rejection of the requests.

7. Review of the summary of activities of the securities transactions are being submitted to the Board and the Status Report on Investors' Grievances is being placed before the Stakeholders Relationship Committee from time to time.



8. The Company's Secretarial Auditors carry out Reconciliation of Share Capital Audit once in a quarter, Internal Audit on Depository Operations once in six months and Audit of other investors related secretarial functions in pursuance of statutory requirements.
9. Pursuant to Regulation 13(3) of LODR, every quarter the Company files a statement regarding status of investor complaints with the stock exchanges.
10. The Company sends reminders with indemnity forms, to the shareholders where the dividends remain unclaimed. These reminders are sent annually and also before the dividends / shares are liable to be transferred to IEPF. The due dates for transfer of unclaimed dividend to IEPF are furnished in the Notice to the Members for the AGM to remind them to claim the dividend in time.
11. In accordance with Circulars issued by SEBI, the forms to be used for furnishing information / documents are made available at our website. [Click here](#) to access the same.
12. The investors are welcome to give an on-line feedback about various investor services offered by the Company. [Click here](#) to provide feedback.
13. The contact details for all the investor related services are given in the annexure.



Annexure

CONTACT DETAILS

Address of Secretarial Department of the Company

The Ramco Cements Limited,
Secretarial Department,
“Auras Corporate Centre”, V Floor,
98-A, Dr.Radhakrishnan Road,
Mylapore, Chennai – 600 004,
Tamil Nadu.

Phone : 044-28478666

E Mail : investorrelations@ramcocements.co.in

Name and Contact Details of Compliance Officer and Nodal Officer for IEPF

Name : Mr.K.Selvanayagam

Designation : Secretary (Compliance Officer)

Phone : 044-28478506

E Mail : ksn@ramcocements.co.in

Other Executives of Secretarial Department

Name : Mr.S.M.Annamallai

Designation : DGM – Secretarial

Phone : 044-28478531

E Mail : smam@ramcocements.co.in

Name : Mr.P.C.Vijay

Designation : Deputy Manager – Secretarial

Phone : 044-28478592

E Mail : vijaypc@ramcocements.co.in

You can also send your queries, requests, etc. using our website at the following link:

<https://www.ramcocements.in/investors/contact>



You can also access the Details of Dividends and Shares transferred / liable to be transferred to IEPF, using our website at the following link:

<https://www.ramcocements.in/investors/iepf-details>

Address and contact details for correspondence with Debenture Trustee:

IDBI Trusteeship Services Limited
Asian Building,
17, R. Kamani Marg, Ballard Estate,
Mumbai-400 001

Contact No — (91) (22) 40807007
Mobile Number — (91) 99704 44165
e-mail — nikhil@idbitrustee.com

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