

RATHI STEEL AND POWER LIMITED

Regd. Off: 24/1A, Mohan Cooperative Industrial Estates, Mathura Road, New Delhi-110044
www.rathisteel.co.in, Email: investors@rathisteelandpower.com

INVESTOR GRIEVANCE REDRESSAL POLICY

COMPANY AT A GLANCE

- (1) As at 31st March 2010, there were approximately 16,320 folios of shareholders holding Equity Shares of the Company.
- (2) The Company's Equity Shares are listed on the Bombay Stock Exchange Limited (BSE). An application for listing of securities has been sent to National Stock Exchange of India Limited (NSE).
- (3) The Company's Shares are trading in demat as well as physical mode.
- (4) As at 31st March 2010, 80.15% Equity Share Capital of the Company was held in demat mode.
- (5) Mas Services Limited, T-34 Second Floor, Okhla Industrial Area, Phase-II, New Delhi- 110020 is the Registrars and Transfer Agents (R&TA) of the Company. Contact No. 011-26387281-82-83, Fax No. 011-26387284 Contact Person: Shri Sravan Mangla, Email: info@masserv.com

INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM

The Company has an established mechanism for investor service and grievance handling, with Mas Services Limited, Registrar and Share Transfer agent of the Company and the Compliance Officer appointed by the Company for this purpose, being the important functional nodes. All investor service matters are being handled by the Company and Mas Services Limited, Registrars and Transfer Agents (R&TA) of the Company.

Some of the key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

- (a) The Company has a designated email id investors@rathisteelandpower.com for handling investor grievances on which investor can make a complaint. This email id is mentioned on every communication being made by the Company with the shareholders and also put on the website of the Company.
- (b) An Investor can make a written complaint through letter or fax also.
- (c) Designated person in the Corporate Secretarial Department checks the designated investor grievances email id on a daily basis to check whether any new complaint has been lodged or not. The full details of the complaint are thereafter informed to the Compliance Officer and R&TA of the Company as soon as it is received.
- (d) A correspondence either by letter or mail is mandatory made to the investor who has submitted written complaints acknowledging receipt of the complaint.
- (e) Corporate Secretarial Department obtains all information available on the complaint which is considered necessary for a proper investigation. It looks into all the necessary information and undertakes to resolve them as soon as possible.
- (f) The Company follows the practice of resolving the investor complaint within seven days of receipt of the same.
- (g) The Compliance Officer of the Company reviews the investor complaints on weekly basis to find out whether complaint has been resolved within time or not.
- (h) A serious complaint (where the written response does not settle the issue) is referred to the Share Transfer and Investors' Grievance Committee of the Company.

- (i) The Company follows the practice of obtaining monthly Status Report of investor compliant pending against the Company from Stock Exchanges as well as SEBI and same are placed in the next ensuing Board Meeting of the Company.

A Status Report on fortnightly basis is obtained from the R&TA of the Company in respect of various correspondences and complaints against the Company and is placed before the Share Transfer and Investors' Grievance Committee of the Company.

The Company engages a practicing Company Secretary for doing Reconciliation of Share Capital Audit on quarterly basis and also takes a Compliance Certificate, certifying that the Company has delivered share certificates after registration of transfer within one month of the date of lodgment of transfer, on half yearly basis pursuant to Clause 47(c) of the Listing Agreement.

Mas Services Limited (MAS), Registrars and Transfer Agents (R&TA) of the Company is responsible for discharging investor service functions effectively, efficiently and expeditiously. The Company has prescribed service standards for various investor related activities being handled by MDPL and processes followed by them for handling Investor Grievances are enumerated as follows:

- At the receiving counter at Mas Services Limited stamp is affixed on every letter.
- Mail is entered in system through an in-house developed programme by Mas Services Limited.
- Mas Services Limited replies to mails referring to files, master data & other relevant information within three days of the receipt of mails.
- Status of reply given to investor's letters is updated in the mail entry system on weekly basis.
- List of pending mail (if any) is taken up by Mas Services Limited with the Compliance Officer and after discussions /verification of records, suitable reply is drafted and issued to the investor.
- Monthly report on receipt and redressal of investor complaints or grievances is provided to the Company.
- Status of redressal of complaints from BSE and NSE is informed to them through Letters / email and if any telephonic enquiry is received from them full details of the case and status of redressal are provided over phone.
- List of pending complaints is received from SEBI, NSDL and CDSL from time to time and action taken for redressal is informed to them in writing in their format.
- Shareholder's requests in respect of Unclaimed Dividend are resolved on quarterly basis.

Place: New Delhi

Date : 16th March, 2011