



## INVESTORS' GRIEVANCE REDRESSAL POLICY

### 1.Preamble

The Company's equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Ltd. (NSE) and are actively traded in these Stock Exchanges.

The Stock Quote allotted to the Company by the Stock Exchanges is as under: Name of the Stock Exchange

Name of the Stock Exchange	Stock Quote
BSE Limited	502330
National Stock Exchange of India Ltd.	Symbol: ANDHRAPAP Series: EQ

The Company's equity shares are permitted to be traded only in Dematerialized form in stock exchanges. The ISIN for the Company's equity shares is INE435A01028. KFin Technologies Limited (KFin) is the Registrars and Transfer Agents (RTA) of the Company. Their contact details are as under:

KFin Technologies Limited, Corporate Registry, Karvy Selenium Tower B, Plot 31-32, Gachibowli, Financial District, Nanakramguda, Serilingampally, Hyderabad – 500 032  
Phone: +91 40 6716 1500, Toll Free No.: 18003454001,  
Email: [einward.ris@kFintech.com](mailto:einward.ris@kFintech.com) , Website: [www.kFintech.com](http://www.kFintech.com)

### 2.INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM

All Share related transactions viz. transfer, transmission, transposition, nomination, dividend, change of name/address/signature, registration of mandate/Power of Attorney, replacement/split/consolidation of share certificates / demat / remat of shares, issue of duplicate share certificates, IEPF Claims etc. are being handled by RTA viz. KFin Technologies Limited.

Investors are requested to correspond directly with KFin Technologies Limited on all share related matters, investors may send such correspondence for processing, through registered e-mail to [einward.ris@kFintech.com](mailto:einward.ris@kFintech.com) with e-sign/Digital sign and for any other query to the Company Secretary & Compliance Officer at the Registered Office of the Company at Rajahmundry - 533 105, East Godavari District, Andhra Pradesh, India and for prompt response, shareholders/investors may send such correspondence for processing, through registered e-mail to [aplinvestorrelations@andhraper.com](mailto:aplinvestorrelations@andhraper.com) with e-sign/Digital sign. Shareholders may also make correspondence with the Company with manual signature.

The Board of Directors of the Company constituted a Stakeholders Relationship Committee in terms of Section 178 of the Companies Act, 2013 and SEBI (Listing Obligations and Disclosures Requirements) Regulations, 2015 which, inter alia, approves issue of duplicate certificates and oversees and reviews all matters connected with securities transfers and other processes. The Committee also reviews redressal of shareholders' complaints related to transfer of shares, non-receipt of Balance Sheet, non-receipt of dividend etc. The Committee oversees performance of the RTA and recommends measures for overall improvement in the quality of investor services. A summary of investor complaints is also placed before the Board of Directors of the Company.



### **3.GUIDE TO SHAREHOLDERS**

#### **Service Requests**

The Company process the following service request and issues securities in dematerialized form only as per the procedure prescribed by SEBI.

- i. Issue of duplicate securities certificate;
- ii. Claim from Unclaimed Suspense Account;
- iii. Renewal / Exchange of securities certificate;
- iv. Endorsement;
- v. Sub-division / Splitting of securities certificate;
- vi. Consolidation of securities certificates/folios;
- vii. Transmission;
- viii. Transposition;

RTA shall process all investor service request by accepting the duly filled up request Form(s). securities cannot be transferred unless they are held in dematerialized form with a depository. Hence shareholders are requested to dematerialize the securities to be able to transfer them.

#### **TRANSFER AND TRANSMISSION OF SECURITIES**

##### **REQUIREMENT OF PAN**

For registration of transfer of securities, the transferee(s) as well as transferor(s) shall furnish a copy of their PAN card for registration of transfer of securities. In cases where PAN card is not available i.e. in case of residents of Sikkim, the requirement of PAN Card may be substituted with Identity proof.

In case of mismatch in PAN card details as well as difference in maiden name and current name, in case of married women, production of sufficient other documents as requested by the Company/RTA in support of the identity of the transferee(s) or transferor(s).

##### **Documentation requirements in case of transmission of securities**

(1) In case of transmission of securities, where the securities are held in single name with nomination, the following documents shall be submitted:

- (a) duly signed transmission request form by the nominee;
- (b) original death certificate or copy of death certificate attested by the nominee subject to verification with the original or copy of death certificate duly attested by a notary public or by a Gazetted Officer;
- (c) self-attested copy of the Permanent Account Number card of the nominee, issued by the Income Tax Department.

(2) In case of transmission of securities, where the securities are held in single name without nomination, the following documents shall be submitted:

- (a) a notarized affidavit from all legal heir(s) made on non-judicial stamp paper of appropriate value, to the effect of identification and claim of legal ownership to the securities:



Provided that in case the legal heir(s)/claimant(s) are named in the Succession Certificate or Probate of Will or Will or Letter of Administration as may be applicable in terms of Indian Succession Act, 1925 or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, an affidavit from such legal heir(s)/claimant(s) alone shall be sufficient;

(b) duly signed transmission request form by the legal heir(s)/claimant(s);

(c) original death certificate or copy of death certificate attested by the legal heir(s)/claimant(s) subject to verification with the original or copy of death certificate duly attested by a notary public or by a Gazetted Officer;

(d) self-attested copy of the Permanent Account Number card of the legal heir(s)/claimant(s), issued by the Income Tax Department;

(e) a copy of Succession Certificate or Probate of Will or Will or Letter of Administration or Court Decree as may be applicable in terms of Indian Succession Act, 1925 or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, attested by the legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted Officer:

Provided that in a case where a copy of Will or a Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall be accompanied with a notarized indemnity bond from the legal heir(s) /claimant(s) to whom the securities are transmitted, in the format specified by the Board:

Provided further that in a case where a copy of Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall also be accompanied with a No Objection from all non-claimants, stating that they have relinquished their rights to the claim for transmission of securities;

(f) for cases where value of securities is up to rupees five lakhs for physical mode and rupees fifteen lakhs for Demat mode as on date of application, and where the documents mentioned in para (e) are not available, the legal heir(s) /claimant(s) may submit the following documents:

(i) no objection certificate from all legal heir(s) stating that they do not object to such transmission or copy of family settlement deed executed by all the legal heirs duly attested by a notary public or by a Gazetted Officer; and

(ii) a notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the RTA / Company in the prescribed format.

## **TRANSPPOSITION**

Transposition refers to the change in the order of the names of the Registered Holders of shares in a Company. Share certificates along with a request letter duly signed by all Joint Holders may be sent to the Company's RTA for change in order of names. Transposition can be done only for the entire holdings under a folio and therefore requests for transposition of part holding cannot be accepted by the Company /RTA.



## **ISSUE OF DUPLICATE SHARE CERTIFICATE**

### **In case of loss of share certificates by the registered shareholders**

- a. Shareholder(s) should immediately notify to RTA by way of a letter duly signed by the shareholder(s), the fact of loss/misplacement of share certificate(s) along with copy of FIR/acknowledged police complaint bearing complete details of share certificate(s) lost/misplaced viz. share certificate numbers, distinctive nos., number of shares, folio no(s),etc.
- b. On receipt of the above documents and upon verification of signature of the shareholder(s) on the intimation letter, RTA shall note 'stop transfer' remarks against the relevant share certificate(s)/folio number.
- c. The RTA shall inform to the shareholder(s) procedure to be followed for issue of duplicate share certificate(s) along with formats of affidavit, indemnity bond etc. to be executed by the shareholder(s) in the prescribed manner on non-judicial stamp paper of requisite value.
- d. On receipt of executed affidavit, indemnity bond and other documents/papers and after publication of public notice in newspapers (in case the market value of shares lost/ misplaced as on execution date of affidavit and indemnity bond exceeds Rs. 5,00,000/- and does not receive any objection for the same, the RTA in consultation with the Company shall process the request and issue a Letter of Confirmation in lieu of duplicate share certificate(s), which will be used for Dematerialisation of shares. Duplicate shares shall be issued in demat mode only. For value less than Rs. 5 lacs, FIR copy & newspaper notice shall not apply.
- e. In case of loss of share certificate(s) by the unregistered holder of shares in due course, in addition to the above, following documents are required to be furnished to the Company:
  1. No objection letter from the registered shareholder(s) for issue of duplicate share certificate(s) and for subsequent transfer
  2. Proof of purchase of shares by the applicant
  3. Such other documents/information as may be considered.
- f. If a shareholder finds the original share certificate(s) after receipt of duplicate share certificate(s) he/she is requested to surrender the original share certificates, after cancellation, to the company's RTA immediately, if the duplicate share certificates have been issued to him /her.

## **SPLIT SHARES**

Shareholders may write to the RTA enclosing the relevant share certificates for splitting into smaller lots. The RTA will process the service request and issue a Letter of Confirmation which will be used for Dematerialisation of shares.

## **CONSOLIDATION INTO SINGLE CERTIFICATE**

Consolidation of share certificates helps in saving costs in the event of dematerializing shares and also provides convenience in holding the shares physically. Shareholders holding shares in various



denominations under the same folio should send all the certificates to RTA for consolidation of all the shares into a single certificate.

If the shares are not under the same folio but have the same order of names, the shareholder should write to RTA for consolidation of the folios. This will help the investors to efficiently monitor the holding and receivable thereon.

### **DEMATERIALIZATION / REMATERIALIZATION OF SHARES**

Dematerialization (Demat) is the process by which the securities held in physical form are cancelled and destroyed and the ownership thereof is entered into and retained in a fungible form with a depository by way of electronic mode.

The two depositories presently functioning are National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSL).

#### **Steps involved in dematerialization of shares**

- The DP generates DRN and intimates the RTA of this request through the system
- The DP submits the share certificate(s) and the Dematerialization Request Form to the RTA
- The RTA updates the register of members and then validates the DRN
- The depository credits the DP's account
- The DP updates the investor's demat account

#### **Benefits of Dematerialization**

1. Elimination of Bad deliveries;
2. Elimination of all risks associated with physical certificates;
3. Faster transfer/trading of securities;
4. Faster settlement cycle;
5. Faster disbursement of non-cash corporate benefits like rights, bonus etc.;
6. SMS alert facility;
7. Ease relating to change of address of investor;
8. Elimination of problems related to transmission of demat shares;
9. Ease in portfolio monitoring etc.

The Company shall send letters to shareholders holding shares in physical form explaining the benefits of dematerialization of shares along with dispatch of dividend warrants.

#### **Dividend on Dematerialized shares**

Dividend of shareholders holding shares in dematerialized form will be credited through NECS to the bank accounts as opted by them while opening the Beneficiary Accounts with the DP. In other cases, dividend warrants will be dispatched to them with the bank account details, as furnished by the Depositories printed thereon.

#### **Pledge of Dematerialized Shares**

Dematerialized shares can be pledged for the purpose of availing of any funding /loan arrangements with the Bank.



## **Re-materialization of shares**

The processes through which shares held in demat form are converted into physical form by issuance of share certificate(s) with such multiple numbers of shares as requested by the shareholder.

### **Process**

1. Shareholders should submit duly filled in Re-materialization Request Form (RRF) to the concerned DP.
2. DP generates Re-materialization Request Number (RRN) and intimates the relevant Depository of the request through the System
3. Depository confirms re-materialization request to the RTA
4. RTA updates accounts and prints certificates and confirms RRN through system
5. Depository updates the Beneficiary Account of the shareholder by deleting the shares so rematerialized
6. Share certificate is then despatched by RTA to the shareholder

## **NOMINATION FACILITY**

Section 72 of the Companies Act, 2013 provides the facility of nomination to shareholders. This facility is mainly useful for individuals holding shares in physical form in single name. In the case of joint holdings of shares by individuals, nomination will be effective only in the event of the death of all joint holders. Investors who are holding shares in physical form are advised to avail the nomination facility by submitting the prescribed Form SH-13 to the Company's RTA. The form may be downloaded from the Company's website [www.andhraper.com](http://www.andhraper.com) under the section investors.

If the shares are held in dematerialized form, nomination has to be registered with the concerned DP directly, as per the format prescribed by the DP.

There can be only one nomination for one folio. It is possible to revoke / vary a nomination once made. If nomination is made by joint holders and one of the joint holders dies, the remaining joint holder(s) can make a fresh nomination by revoking the existing nomination.

A Non-Resident Indian (NRI) can nominate. But a power of attorney holder cannot nominate on behalf of an NRI. A NRI can be a nominee on repatriable or non-repatriable basis subject to Reserve Bank of India's permission as applicable.

### **Who will be Nominees**

Individual Shareholders holding the shares in single name or joint names can appoint a nominee. In case of joint holding, joint holders together have to appoint the Nominee. While an individual can be appointed as a Nominee, a Trust, Society, Body Corporate, Partnership Firm, Karta of HUF or Power of Attorney Holder will not be nominee(s). Minors can however be appointed as nominees.

### **Rights of a Nominee**

The nominee is entitled to all the rights of the deceased shareholder to the exclusion of all other persons. In the event of death of the shareholder, the rights of the shareholder shall vest in the nominee. In case of joint holding, the rights shall vest in the nominee only in the event of death of all the joint



holders. The nominee is required to apply to the Company by reporting death of the nominator along with attested copy of the death certificate.

The nominee has an option to decide to register himself as a shareholder or he/she could send an application to have the shares transferred to any other person to whom the nominator could have otherwise transferred the shares. If the nominee opts to transfer the shares to a third party, he/she should submit to the Company's RTA, Form SH-4 duly stamped and executed along with relevant share certificates and other documentary proof(s).

#### **CHANGE OF ADDRESS**

- a. Shareholders are required to inform the RTA in writing of any change in their address, quoting their folio number for shares in physical form.
- b. Change of address is effected only when the signature of the first registered holder on the request letter matches with the specimen signature recorded with the Company.
- c. Change of address for shares held in demat form should be notified only to the concerned DP.
- d. Requests for Change of Address should be accompanied by any Address Proof like Electricity Bill, Telephone Bill, Bank Statement, Driving Licence, Voter ID Card etc. and Form INC - 22 along with Ministry Challan in case of Company
- e. Whenever a request for change of address is received, RTA will send the communication noting the change of address both to the old address as well as new address.
- f. Whenever a request for transfer of shares is received from the shareholders soon after intimating change of address, RTA should carefully examine such requests.

There can be only one Registered Address for one folio.

#### **CHANGE OF NAME AND STATUS**

- a. All requests for change of name should be accompanied with a copy of the notification published in the Official Gazette or a newspaper.
- b. Request for change of name consequent upon marriage /divorce should be accompanied with marriage certificate/divorce decree.
- c. For effecting change of status from minor to major, proof of age (such as attested copy of Birth Certificate or School Leaving Certificate) should be accompanied.
- d. In the case of Body Corporate/Company etc., a certified copy of the certificate of incorporation consequent to change of name/ relevant document issued by the Registrar of Companies/ appropriate authorities should be submitted along with Memorandum & Articles of Association.

#### **CHANGE IN SPECIMEN SIGNATURE**

The new specimen signature duly attested by holder's bank should be lodged with the RTA to take on record the new signature. In case of Company, a copy of Board Resolution accompanied with duly attested specimen signature should be submitted for change in specimen signature. If shares are held in demat form, change in name and status should be informed to the DP.

#### **PAYMENT OF DIVIDEND**

The Dividend is paid under two modes viz.:

- a) **National Electronic Clearing Service (NECS)**



Reserve Bank of India's NECS facility provides investors an option to receive dividend directly in their Bank Accounts rather than receiving the same through post. Under this option, the investor's bank account is directly credited and an advice thereof is issued to the shareholders by the Company after the transaction is effected. The concerned Bank Branch credits Investor's account and indicates the credit entry as NECS in his/her passbook/ statement of account.

### **Major Benefits through NECS payment**

Some of the major benefits are:

- 1) Shareholder need not make frequent visits to his bank for depositing the physical paper instruments
- 2) Prompt credit to the bank account of the investor through electronic clearing
- 3) Fraudulent encashment of warrants is avoided.
- 4) Exposure to delays/loss in postal service avoided
- 5) As there can be no loss in transit of warrants, issue of duplicate warrants is avoided.

### **How to avail of NECS facility**

Investors holding shares in physical form may send their NECS Mandate Form duly filled in together with the cancelled original Cheque leaf or copy of bank passbook /statement attested by the bank to the RTA. The form may be downloaded from the Company's website [www.andhraper.com](http://www.andhraper.com) under the section Investors.

### **Company cannot take on record the bank details in case of the dematerialized shares**

As per the Depository Regulations, the Company is obliged to pay dividend on the dematerialized shares as per the Bank Account details furnished by the concerned depository. Therefore, investors are requested to keep their Bank particulars updated with the Depository Participants.

### **NECS Facility can be opted out by the Investors**

Investors have the right to opt out from this mode of payment by giving an advance notice of four weeks, prior to payment of dividend, either to RTA or to the concerned DP, as the case may be.

### **Registering a request for obtaining payment through NECS for the shares held in dematerialized form.**

#### **Update their Bank Account Details**

The Investors should approach the DP and submit a request letter to the DP along with original cancelled CTS cheque of the investor's bank account. The DP in turn will record IFSC code, 9 digit MICR number code along with the account particulars of the Investor. This action would facilitate future payment of dividend/refund orders etc. to be received in electronic mode.

#### **b) Payment by mailing dividend warrants**

If the Bank mandate is not registered with the Company/DP or the bank mandates registered are not adequate or keep the details updated by the shareholder to remit the dividend through NECS, the dividend warrants will be sent by mailing physical dividend warrants with the bank account details, if





available. If the value of the dividend warrant is less than Rs.1500/-, the same will be dispatched by ordinary post and if it exceeds Rs. 1,500/-, the same will be sent by speed post.

#### **In case of Non-Receipt of Dividend, Revalidation of Dividend Warrant**

Shareholders may write to the RTA furnishing the particulars of the dividend not received duly quoting the folio number/ DPID and Client ID particulars (in case of dematerialized shares). The RTA shall check the records and send the intimation to the Secretarial Department of the Company which shall then intimate the Banker to issue pay order/cheque if the dividend remains unpaid in the records of the Company after expiry of the validity period of the warrant which is normally three months from the date of its issue. If the validity period of the lost dividend warrant has not expired, shareholders will have to wait till the expiry date since pay order/cheque cannot be issued during validity of the original warrant. On expiry of the validity period, if the dividend warrant is still shown as unpaid in records of the Company, pay order/cheque will be issued on submission of an Affidavit on Non-Judicial Stamp Paper of requisite value. However, shareholders will be exempted from executing Indemnity letter on non-judicial stamp paper where the unpaid dividend is Rs. 1,000/- or less in each year. However, no such pay order or cheque shall be issued against those shares wherein a 'stop transfer indicator' has been instituted either by virtue of a complaint or by law, unless procedure for releasing the same has been completed.

#### **Procedure for Revalidation of Dividend Warrant**

Shareholders who have not encashed their dividend warrants within the validity period may send their request for revalidation to the RTA enclosing the said dividend warrants. The Company's RTA after due verification of the records, intimates the Company which then arranges for issue of a demand draft/pay order/cheque with the help of the Bankers. This shall be valid for not more than three months.

#### **Banks or any other person shall be authorized to receive dividends on behalf of the shareholders**

Shareholders may write to the Company's RTA furnishing the name and address of the authorized person /bank along with folio number and current communication address. The Company's RTA will dispatch the respective shareholder's dividend warrants to the concerned person/bank. This facility is applicable only for the shareholders holding shares in physical form.

#### **UNCLAIMED AMOUNTS AND SHARES**

##### **Transfer of Unclaimed Equity Shares to the Unclaimed Shares Demat Suspense Account**

In terms of Regulation 39 (4) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company opened a demat account with Axis Bank Limited and dematerialized the unclaimed shares issued in physical form in Rights Issue 2010. The Company is maintaining the details of shareholding of each individual allottee whose shares are credited to the Unclaimed Shares Demat Suspense Account.

The voting rights on the shares outstanding in the suspense account shall remain frozen till the rightful owners of such shares claim the shares. The information about the balance equity shares lying in the Unclaimed Shares Demat Suspense Account is provided in the Report on Corporate Governance forming part of the Annual Report.

##### **Procedure in case of claim by allottee**



As and when the allottee approaches the Company, the Company shall, after proper verification of the identity of the allottee either credit the shares lying in the Unclaimed Shares Demat Suspense Account to the demat account of the allottee to the extent of the allottee's entitlement, or deliver the physical certificates after re-materializing the same, depending on what has been opted for by the allottee:

Provided that the rematerializing of the physical certificates shall be done only in case where the shares were originally issued in physical form.

**Transfer of unclaimed dividends, other amounts and shares to Investor Education and Protection Fund (IEPF).**

Pursuant to Section 124 of the Companies Act, 2013, any dividend transferred to the Unpaid Dividend Account of a company and which remains unpaid or unclaimed for a period of seven years from the date of such transfer shall be transferred by the company to the Investor Education and Protection Fund (IEPF).

Further any application money, matured deposits and other amounts as provided under Section 125(2) of the Companies Act, 2013, that remains unpaid or unclaimed for a period of seven years from the date they became due for payment shall also be transferred to IEPF. Also all shares in respect of which dividend has not been claimed for seven consecutive years or more shall also be transferred by the company to IEPF Authority.

**Intimation letters to Investors**

The Company gives an opportunity to Investors by sending intimation letters for claiming their outstanding dividend or other due amounts before transfer to Investor Education & Protection Fund.

**Claim of unclaimed dividend, shares etc., from Investor Education and Protection Fund (IEPF)/Authority**

Any person, whose shares, unclaimed dividend, application money, matured deposits due for refund, or interest thereon etc. has been transferred to the Fund, may claim under his own signature, the shares under provision to subsection (6) of section 124 or apply for refund, under clause (a) of sub-section (3) of section 125 or under proviso to sub-section (3) of section, the case may be, to the Authority, by making an application in Form IEPF-5 online available on website [www.iepf.gov.in](http://www.iepf.gov.in) along with fee, as decided by the Authority from time to time in consultation with the Central Government. The Investors are advised to send the original documents to the Nodal Officer of the Company at the Registered Office.

**Service Request Forms:**

Name of the Form	Purpose of the Form
ISR 1	Request for registering pan, kyc details or changes / updation thereof
ISR 2	Confirmation of Signature of securities holder by the Banker
ISR 3	Declaration Form for Opting-out of Nomination
ISR 4	Request for issue of Duplicate Certificate and other Service Requests
ISR 5	Request for Transmission of Securities by Nominee or Legal Heir
SH 13	Nomination Form
SH 14	Cancellation or Variation of Nomination



## **COMPANY'S RECOMMENDATION TO THE SHAREHOLDERS / INVESTORS**

### **1. Updation of KYC norms**

Pursuant to SEBI circular No. SEBI/HO/MIRSD/DOP1/CIR/P/2018/73 dated April 20, 2018, and SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/8 dated January 25, 2022 shareholders whose ledger folios do not have or having incomplete details with regard to PAN, Bank particulars and Nomination are required to compulsorily furnish the details to the RTA/to the company for registration in the folio.

### **2. Open Demat Account and dematerialize your shares**

Investors should convert their physical holdings of securities into demat holdings. Holding securities in demat form helps investors to get immediate transfer of securities. No stamp duty is payable on transfer of shares held in demat form and risks associated with physical certificates such as forged transfers, fake certificates and bad deliveries are avoided.

### **3. Consolidate Multiple Folios**

Investors should consolidate their shareholding held in multiple folios. This would facilitate one-stop tracking of all corporate benefits on the shares and would reduce time and efforts required to monitor multiple folios.

### **4. Register NECS Mandate and furnish correct bank account particulars with Company/ Depository Participant**

Investors should provide an NECS mandate to the Company in case of shares held in physical form and ensure that the correct and updated particulars of their bank account are available with the Depository Participant (DP) in case of shares held in demat form. This would facilitate in their receiving direct credits of dividends, refunds etc. from Companies and avoiding postal delays and loss in transit.

### **5. Fill and submit Nomination Form**

Investors should register the nominations, in case of physical shares, with the Company and in case of dematerialized shares with their DP. Nomination would help successors to get the shares transmitted in their favour without any hassles.

### **6. Register E-mail ID**

Companies Act, 2013 provides for compliances in electronic mode by Companies. Investor should register/update their e-mail Ids with RTA/DP to receive Circulars/ Newsletters/ notices/Annual Reports sent by Company from time to time. A member holding physical shares can download the "E-Communication Registration Form" from the Company's website [www.andhraper.com](http://www.andhraper.com).

### **7. Keep holding details confidential**

Folio number (Client ID and DP ID number in respect of dematerialized securities) should not be disclosed to unknown persons. Signed blank transfer forms (delivery instruction slips in respect of dematerialized shares) should not be given to unknown persons.



#### **8. Deal with Registered Intermediaries**

Investors should transact through a registered intermediary who is subject to regulatory discipline of SEBI, as it will be responsible for its activities, and in case intermediary does not act professionally, investors can take up the matter with SEBI.

#### **9. Obtain documents relating to purchase and sale of securities**

A valid contract note confirmation Memo should be obtained from the broker /sub-broker within 24 hours of the execution of purchase or sale of securities and it should be ensured that the Contract Note/Confirmation Memo contains order number, trade number, trade time, quantity, price and brokerage. In case the Investors have any doubt about the details contained in the contract note, they can avail the facility provided by BSE/NSE to verify the trades on BSE/NSE websites. It is recommended that this facility be availed in respect of a few trades on random basis, even if there is no doubt as to the authenticity of the trade/transaction.

#### **10. Monitor of Holdings regularly**

Demat account should not be kept dormant for long. Periodic statement of holdings should be obtained from the concerned DP and holdings verified.

#### **11. Register for SMS alert facility**

Investors should register their mobile numbers with DPs for SMS alert facility. National Securities Depository Limited and Central Depository Services (India) Limited proactively inform investors of transactions in the demat account by sending SMS. Investors will be informed about debits and credits to their demat account without having to call up their DPs and investors need not wait for receiving Transaction Statements from DPs to know about their debits or credits.

#### **12. Immediate intimation**

There are chances of fraudulent transfers in case of folios with no movement or where the shareholder has either expired or is not residing at the address registered with the Company.

The Company/DP should be updated on any change of address or contact details. Similarly information of death of shareholders should also be communicated.

#### **13. Mode of correspondence**

Circulars/Newsletters/Notices/Annual Reports of the Company will be sent through e- mails if available and by post if the e-mail ids are not available. Share certificates and high value dividend /interest warrants /cheques /demand draft of Rs.1500/- and more will be sent by registered post/courier/speed post.

#### **14. For Non-Residents**

It is recommended that Non-Resident Shareholders, for their own interest, should leave an address in India for easy communication as well as for sending of dividend warrants etc.



### General Rights of Shareholders

- a) To receive not less than 21 clear days notice of general meetings unless consented for a shorter notice.
- b) To receive notice and forms for Postal Ballots in terms of the provisions of the Companies Act, 2013 and the concerned Rules issued there under.
- c) To receive copies of financial statements along with all annexure / attachments.
- d) To participate and vote at general meetings either personally or through proxy (proxy can vote only in case of a poll)
- e) To receive dividends and other corporate benefits like bonus, rights etc. once approved.
- f) To inspect statutory registers and documents and obtain copies thereof as permitted under Law.

### Duties /Responsibilities of Investors

- a) To remain abreast of corporate developments, company specified information and take informed investment decision(s)
- b) To be aware of relevant statutory provisions and ensure effective compliance therewith.
- c) Not to involve in fraudulent and unfair trading in Securities as to act upon and unpublished price sensitive information.
- d) To participate effectively in the proceedings of Shareholders meetings.
- e) To respond to communications seeking Shareholders approval through Postal Ballot.
- f) To respond to communications of SEBI / Depository / Depository Participant Brokers / Sub-brokers / Other Intermediaries / Company, seeking investor feedback comments

### BENCHMARKS FOR INVESTOR SERVICE

The service standards that have been set up by the Company for various investor related transactions/ activities are as follows:

SI.No.	PARTICULARS	SERVICE STANDARDS ( No. of working days) Maximum
1	Transmission	10
2	Transposition	10
3	Deletion of Name	10
4	Folio Consolidation	25
5	Change of name	15
6	Dematerialization	12
7	Rematerialization	20
8	Issue of Duplicate Certificate	30
9	Replacement of Certificate	20
10	Consolidation of Certificates	20
11	Certificate Split	20

### CORRESPONDENCE

CORRESPONDENCE SI. No.	QUERIES/COMPLAINTS	SERVICE STANDARDS
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		( No. of working days) Maximum
1	Non-Receipt of Annual Reports	15
2	Non-Receipt of Dividend Warrants	21
3	Non-Receipt of Certificates	10

## REQUESTS

Requests Sl. No.	REQUESTS	SERVICE STANDARDS (No. of working days) Maximum
1.	Change of Address	10
2.	Revalidation of Dividend Warrants	10
3.	Bank Mandate/Details	10
4.	Nomination	15
5.	Power of Attorney	15
6.	Multiple Queries	15

## Investor Servicing and Grievance Redressal at External Agencies

### I. Ministry of Corporate Affairs

Ministry of Corporate Affairs (MCA) has launched a major e-governance initiative christened as “MCA 21” on the MCA portal ([www.mca.gov.in](http://www.mca.gov.in)). One of the key benefits of this initiative includes timely redressal of investor grievances. MCA 21 system accepts complaints under the e Form prescribed, which has to be filed online. The nature of complaint may relate to:

- Shares/Dividends
- Debenture/Bonds
- Fixed Deposits-non-receipt of amount
- Miscellaneous-non-receipts
- Any other

The status of complaint can be viewed by quoting the Service Request Number (SRN) provided at the time of filing the complaint.

### II. Investor Education and Protection Fund (IEPF)

IEPF is for promotion of investors’ awareness and protection of the interests of investors. IEPF through Investor Helpline is assisting investors free of charge in redressal of their grievances. It provides a facility to the investors, to lodge their grievance on the website itself. This facility is available on website [www.investorhelpline.in](http://www.investorhelpline.in). The complaints can be lodged on various issues such as

- Refund Order/ Allotment Advice related
- Non-Receipt of Dividend
- Non-Receipt of share Certificates/Units after allotment /transfer/Bonus/ Transmission etc.
- Non-Receipt of Debentures /Bond Certificate or Interest/Redemption Amount Offer for Rights Issue



- Non-Receipt of Annual Report /AGM Notice /Proxy Form
- Non-Registration of Change in Address of Investor
- Non-Receipt of Fixed/Public Deposits related amounts
- Demat related Grievances

### **III. SEBI COMPLAINTS REDRESS SYSTEM (SCORES)**

SEBI, in its endeavor to protect the interest of the investors, has provided a platform wherein the investors can lodge their grievances. This facility is available on the SEBI website ([www.sebi.gov.in](http://www.sebi.gov.in)) under the Investor Guidance Section. The complaints can be lodged on various issues such as:

- Non-Receipt of dividend/Bonus/Rights Issue form/fractional entitlement
- Non receipt of duplicate share certificates
- Non-Receipt of Share certificates after transfer/transmission/remat
- Non receipt of securities after conversion/endorsement/consolidation/splitting
- Non updation of address/signature or correction
- Matters pertaining to non-receipt of allotment advice/Refund Orders
- Matters pertaining to Debentures
- Non-receipt of letter of offer of Rights
- Non receipt of shares(including allotment letter) refund order in public/rights issue
- Receipt of shares/refund order/dividend in physical form instead of electronic mode etc.

The investors after lodging the complaint can track the status as well.

### **IV. Stock Exchanges**

a) National Stock Exchange of India Limited (NSE) – NSE has formed an Investor Grievance Cell (IGC) to redress investor grievances electronically. IGC is manned by a team of professionals who possess relevant experience in the areas of capital markets, company and legal affairs, especially trained to identify the problem faced by the investor, and to find and resolve at the earliest. The Investors have to log on to the website of NSE i.e. [www.nseindia.com](http://www.nseindia.com) and in the Investors Service Centre Section they can fill in Form I or Form II depending upon the type of complaint and file the same electronically with NSE. Generally, complaints are resolved within a period of 45 days.

b) BSE Limited (BSE) – BSE provides an opportunity to its members to file their complaints electronically through its website [www.bseindia.com](http://www.bseindia.com) under the Investor Desk Section. Here again as in case of NSE, the Investors can fill in various complaint forms depending upon the nature of their complaint and file them electronically.

### **V. Depositories**

a) National Securities Depository Limited (NSDL) –In order to help its clients resolve their doubts ,queries ,complaints etc., NSDL has provided an opportunity wherein they can raise their queries by logging onto [www.nsd.co.in](http://www.nsd.co.in) under the 'Query Now' section or an e- mail can be marked mentioning the query to [relations@nsdl.co.in](mailto:relations@nsdl.co.in)

b) Central Depository Services (India) Limited (CDSL) – Investors who wish to seek general information on depository services may mail their queries to [investors@cdslindia.com](mailto:investors@cdslindia.com) . With respect to the



complaints /grievances of the demat accountholders relating to the services of the Depository Participants, mails may be addressed to [complaints@cdslindia.com](mailto:complaints@cdslindia.com).

#### **A) Permanent Account Number (PAN)**

SEBI has vide circular dated April 27,2007 made PAN the sole identification number for all participants in the securities market, irrespective of the amount of transaction. Now onwards it has become mandatory to quote PAN before entering into any transaction in the securities market. PAN card is now mandatory for operating a demat account. Application for fresh allotment of PAN can be made through the internet. The detailed procedure on this has been mentioned on the website ([www.tin-nsdl.com](http://www.tin-nsdl.com))

#### **B) Insider Trading**

Insider Trading is a process in which any person who is or was connected with the Company , on the basis of possession of unpublished price sensitive information trades in the shares of the Company for personal gains to the detriment of other innocent investors. In order to prevent insider trading and protect the rights of innocent investors. In terms of SEBI (Prohibition of Insider Trading) Regulations, 2015, the Company adopted Code of Internal Procedures and Conduct for Regulating, Monitoring and Reporting of Trading by Insiders which is displayed on the website of the Company viz., [www.andhraper.com](http://www.andhraper.com). SEBI has enacted the SEBI (Prohibition of Insider Trading) Regulations, 2015. As per Regulation 7(2) of the said Regulations initial and continual disclosures are required to be made by the investors.

#### **Contact Details**

<b>Ministry of Corporate Affairs</b> 'A' Wing, Shastri Bhawan, Rajendra Prasad Road, New Delhi-110001 Phone : 011-23384158;23384659;23384660 E-mail: <a href="mailto:hq.delhi@mca.gov.in">hq.delhi@mca.gov.in</a> Website: <a href="http://www.mca.gov.in/">http://www.mca.gov.in/</a>	<b>National Securities Depository Limited,</b> Trade World, A Wing, 4th & 5th Floors, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai-400001 Tel: 022-24994200 e-mail: <a href="mailto:info@nsdl.co.in">info@nsdl.co.in</a> Website: <a href="http://www.nsdl.co.in">www.nsdl.co.in</a>
<b>•Registrar &amp; Share Transfer Agents</b> <b>KFin Technologies Limited</b> Corporate Registry Karvy Selenium Tower B, Plot No.31 & 32, Financial District, Nanakramguda, Gachibowli, HYDERABAD – 500 032, Telangana Phone No.: 040-6716 1500 Toll free No.: 1800 4250 999 E-mail: <a href="mailto:einward.kfintech.com">einward.kfintech.com</a> Website: <a href="http://www.kfintech.com">www.kfintech.com</a>	<b>Central Depository Services (India) Limited,</b> Marathon Futurex, Unit No. 2501 25th Floor, A-Wing, Mafatlal Mills Compound, N M Joshi Marg, Lower Parel, <b>Mumbai – 400 013</b> Tel: 022-22723333 e-mail: <a href="mailto:investors@cdslindia.com">investors@cdslindia.com</a> Website: <a href="http://www.cdslindia.com">www.cdslindia.com</a>
<b>Registrar of Companies for the State of Andhra Pradesh,</b> 29-7-33, Goli Complex, Opp: Hasini Hospital,	<b>Investor Education and Protection Fund</b> Ministry of Corporate Affairs, Ground Floor, Jeewan Vihar Building, 3, Parliament Street,





Vishnu Vardhana Rao Street, Suryaraopeta, Vijayawada – 520 002 Andhra Pradesh, India e-mail: <a href="mailto:roc.vijayawada@mca.gov.in">roc.vijayawada@mca.gov.in</a>	<b>New Delhi-110 001</b>
<b>BSE Limited,</b> P J Towers, Dalal Street, Mumbai-400001 Tel: 022-22721233/1234 Fax: 022-22721919 e-mail: <a href="mailto:is@bseindia.com">is@bseindia.com</a> Website: <a href="http://www.bseindia.com">www.bseindia.com</a>	<b>National Stock Exchange of India Limited</b> “Exchange Plaza”, Plot No. C/1 ‘G-Block’, Bandra Kurla Complex, Bandra (E) Mumbai-400051 Tel: 022-26598100-8114 Fax: 022-2659-8120 e-mail: <a href="mailto:cense@nse.co.in">cense@nse.co.in</a> Website: <a href="http://www.nseindia.com">www.nseindia.com</a>

General Shareholder Information covering inter-alia listing details, stock market data, the Company’s share price performance etc. is provided in the Report on Corporate Governance forming part of the Annual Report.

**The contents of this policy are for the purpose of general information of readers; for full particulars / provisions, readers are advised to refer to the relevant Acts/Rules/ Regulations/ Guidelines/Clarifications.**