



## **BHARAT ROAD NETWORK LIMITED**

### **INVESTOR GRIEVANCE REDRESSAL MECHANISM** **(For Equity Shareholders)**

#### **COMPANY - AT A GLANCE**

- 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 frequently traded on NSE and BSE.
- The Company's Equity Shares are under compulsory trading in demat form only.
- Hundred percent of the Company's Equity Shares are held in demat form.
- KFin Technologies Limited (KFintech), having its office at Selenium Tower B, Plot 31-32, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032, is the Registrar and Share Transfer Agent (RTA) of Company.

#### **INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM**

Investor servicing is one of the key ingredient of good Corporate Governance practices. Recognizing this element, investor servicing becomes an inevitable practice to enhance stakeholders' confidence.

The Company has an established mechanism for investor service and grievance handling, with KFintech and the Compliance Officer appointed by the Company for this purpose, being the important functional nodes.

All investor service matters are being handled by KFintech, a reputed service provider in India, which discharges Investor Service functions satisfactorily through Investor Service Centre's across the Country.

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

1. The Company has a designated email id [cs@brnl.in](mailto:cs@brnl.in) for handling investor grievances on a day to day basis on which investor can make a complaint. This email id is mentioned on every public communication being made by the Company with the shareholders and also put on the website of the Company.
2. An Investor can make a written complaint through letters/e-mails or visit our office to meet the Company Secretary / Secretarial Team.
3. Designated person in the Secretarial Department checks the designated investor grievances email id on a daily basis to check whether any new complaint has been lodged or not.
4. The full details of the complaint are thereafter informed to the Compliance Officer and RTA of the Company as soon as it is received.
5. 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.
6. The Company endeavors for resolving the investor complaint within 7 (seven) days of receipt of complete documents w.r.t. the same.

7. Personal calls and proactive follow-ups are made to resolve grievance of the investors to enhance shareholders' confidence.
8. The investor complaints are also processed in a centralized web-based complaints redress system called SEBI Complaints Redress System (SCORES). Secretarial Department generally checks SCORES platform on a daily basis.
9. In case of receipt of complaint on SCORES, proactive approach is taken to obtain necessary information and documents so as to resolve the same with statutory timelines with the help of RTA.
10. Action Taken Report is filed on SCORES within 7 (seven) days from the date of receipt of complaint as against the statutory timeline of 30 (thirty) days.
11. The Compliance Officer of the Company reviews the investor complaints status on a regular basis to ascertain whether complaint received has been resolved within time or not.
12. Pursuant to Regulation 13(3) read with Regulation 13(4) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, Statements of investor complaints as received from the RTA, are filed with BSE & NSE on a quarterly basis and the said Statements are also placed before the Stakeholders Relationship Committee and Board of Directors for information and noting.
13. 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 all certificates have been issued within 30 (thirty) days of the date of lodgment for transfer, subdivision, consolidation, renewal, exchange or endorsement of calls/allotment monies in accordance with Regulation 40(9) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. Further, in accordance with Regulation 7(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, all activities in relation to both physical and electronic share transfer facility pertaining to the Company are maintained by KFin Technologies Private Limited, the Registrar and Share Transfer Agents of the Company.

The Company focuses to build Investor Relations on pillars of trust and transparency. The Secretarial Department of the Company deploys tools like Annual Reports, Quarterly Earnings, Investor Releases, Conference calls, one on one Investor meets, General Meetings and Internet (Company website) to serve as a link to stay connected with the Investors.

KFin Technologies Limited (KFintech), Registrars and Transfer Agents (RTA) 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 KFintech and process followed by them for handling Investor Grievances is enumerated as follows:

1. At the receiving counter at KFintech stamp is affixed on every letter.
2. Mail is entered in system through an in-house developed programme by KFintech.
3. KFintech replies to mails referring to files, master data and other relevant information within seven days of the receipt of mails.
4. Status of reply given to investor's letters is updated in the mail entry system on fortnightly basis.
5. List of pending mail (if any) is taken up by KFintech with the Compliance Officer and after discussions/verification of records, suitable reply is drafted and issued to the investor.

6. In case of Notice/Summons received from a statutory authority such as Court, Income-tax Department, status of the case as available in KFinTech's record together with draft reply is provided to Company for vetting and finalization at their end.
7. 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.
8. KFinTech also sends reminder letters from time to time to the shareholders of the Company requesting them to claim their unclaimed dividends etc.

#### **CONTACT DETAILS FOR INVESTOR GRIEVANCE AND CORRESPONDENCE**

All investor queries and requests can be addressed as per the following details:

#### **Registrar and Share Transfer Agents**

KFin Technologies Limited  
Unit: Bharat Road Network Limited  
Selenium Tower B, Plot 31-32,  
Financial District, Nanakramguda  
Serilingampally Mandal,  
Hyderabad - 500 032  
Toll Free: 1800-309-4001  
[Email: einward.ris@kfintech.com](mailto:einward.ris@kfintech.com)  
Website: <https://www.kfintech.com>

#### **Compliance Officer**

Mr. Naresh Mathur  
Company Secretary  
Plot No. X1 – 2 & 3, Ground Floor, Block – EP,  
Sector – V, Salt Lake City, Kolkata – 700 091  
Tel: +91 33 6666 2700  
Email: cs@brnl.in

**Date: 13.08.2022**

**Place: Kolkata**