



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

Stock Broker Name	Registration Number	Registered/CORPARATE Address	Branch Address (if any)	Contact Number	Email id
RR EQUITY BROKERS PVT LTD	INZ000270435	Registered Address 55, 1 ST Floor, Near Flyover, Neelam Chowk, NIIT, Faridabad-121001 (Harayana)		0129-4127361	compliance@rrfcl.com
RR EQUITY BROKERS PVT LTD	INZ000270435	Corporate Address 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 -

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

**Escalation Matrix:**

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



		Building 21, Barakhambha Road, New Delhi -110001		
KYC Related Queries	Laxman Kumar	412-422, Indraprakash Building 21, Barakhambha Road, New Delhi -110001	8178997836	laxman@rrfcl.com
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-

Sr. No.	Name of the Individual	Designation	Mobile Number	Email Id
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



3										
4										
5										

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



RR EQUITY BROKERS PVT LTD

Offline Trading and Demat Account Opening Process

To open an offline account, the following documents are required:

Application form

- Equity trading and demat account form [Click Here](#)

Supporting Documents

- A passport-size photograph to affix and sign across on the Account opening form/application.
- Self-attested copy of the PAN with the signature under *Applicant signature*.
- Self-attested address proof. Any one of the following documents: Driving license, voter ID, passport, Aadhaar card. If Aadhaar is being submitted as proof, ensure that a masked Aadhaar is submitted, i.e., black out the first 8 digits of the Aadhaar number. Only the last four digits should be visible. To download a masked Aadhaar online, visit myaadhaar.uidai.gov.in/ and tick the *Do you want a masked Aadhaar?* option while downloading Aadhaar.
- A bank account proof in the client's name. The bank proof can be one of the following: A personalized cancelled cheque with the name printed on it, bank statement, bank passbook copy with the bank account number, bank logo, seal, MICR, and IFSC code clearly visible.
- An income proof to trade in F&O. The income proof can be one of the following:
 - A copy of your Income Tax Return (ITR) that you filed with the Income Tax Department.
 - A net worth certificate certified by a Chartered Accountant.
 - Your latest salary slips of the past three months.
 - Your latest holdings statement of your existing Demat account with any brokerage firm.
 - Your current bank account statement showing your income history for the past six months.

In-person Verification (IPV)

As part of the mandatory In-Person Verification (IPV) requirement for all brokers, a physical verification is required.

- ₹ 200 +GST (YEARLY AMC) for DP Charges and Trading account is free (For Individual Account opening)
- ₹ 1000 +GST (Life time free AMC) for DP Charges and Trading account is free free (For Individual Account opening)
- ₹ 1000 +GST (YEARLY AMC) for DP Charges and Trading account is free (For Corporate Account opening)

Did you know? If the account holder is a senior citizen and cannot sign the forms, a medical certificate and a thumb impression of the account holder on a sheet of paper must be sent along with the other documents.



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 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 / contact Nos : 9310258001



DP ESCALATION MATRIX

Details	Contact Person	Address	Contact No	Email Id	Working Hours
Customer Care Number	Laxman Kumar	412-422, Indraprakash Building, 21 Barakhamba Road, New Delhi110001	011-44441111 Ext: 473	rrequity@rrfcl.com	09:30 A.M to 5:30 P.M (Monday to Friday)
Head Customer Care Number	Neeraj Mishra	412-422, Indraprakash Building, 21 Barakhamba Road, New Delhi110001	011-44441111 Ext: 473	rrequity@rrfcl.com	
Compliance Officer	Narender Kumar Yadav	412-422, Indraprakash Building, 21 Barakhamba Road, New Delhi110001	011-44441111 Ext: 471	narender@rrfcl.com	
Director	Jeetesh Kumar	412-422, Indraprakash Building, 21 Barakhamba Road, New Delhi110001	011-44441111 Ext: 401	Jeetesh@rrfcl.com	

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- SEBI at <https://scores.sebi.gov.in/> and <https://smartodr.in/login>
- CDSL : Complaints@cdslindia.com