

# **R.R.Chokhani Stock Brokers Pvt Ltd.**

## **Revised Policy and Procedures**

a. Client Registration, Documents Maintenance

- Checklist
- Documents verified by officer and signed by Director
- Registration of all Constituents as format prescribe by Exchange/ SEBI
- Mandatory & Voluntary documents
- In-person verification of clients
- Allotment of UCC to clients
- delivery of copy of duly completed client registration form to client
- Updation of clients financial information at regular intervals
- Proper documentation in punch folder for long preservation

b. Sales Practices followed by the trading Member

### **Mouth publicity and through references**

c. Closure of client accounts / dormant accounts / Inactive Accounts

**We maintained records of dormant account. Accounts become inactive if no transactions are done during last 6 months and for activating such accounts request from clients either written and or oral is obtained.**

d. Order Receipt and Execution

**Order Book is maintained. Wherever as per request of clients has authorized to take verbal instruction without noting in order book and same are executed as per verbal orders on telephone**

e. Sending Contract Notes, Daily Margin Statement, Quarterly Statements of Accounts to clients

**Contract Notes are issued to client by hand delivery/ personally/ Couriers on daily basis along with Daily Margin Statement. Quarterly Statements of accounts are send to clients at every quarter by hand delivery/ personally / Couriers.**

f. Collection of pay in, margin, limits setting for exposure & turnover for clients, terminals, branches & sub-broker level

**On transaction day we informed verbally aftermarket hours, contract notes issued on same day and all other information is available online to clients. Regular follow-up is done with clients for collection. Limits are set as per accounts balances and all other limits are monitored by Directors and Accounts Department.**

g. Monitoring of debit balance.

**Debit balance of clients is monitored by Director and Accounts Department on daily basis. If debit balance dealer refer to director or accounts department.**

h. Allotment, surrender of trading terminal

**All trading terminals are allotted after due diligence. We make the application in prescribe format to exchange for allotment and surrender for trading terminal and we maintain all documents in regard to allotment and surrender of trading terminal**

i. Opening & Closing of branches / sub-broker office

**We intimate exchange on opening of branches and closing of branches.**

j. Payment, Receipt of funds from/ to clients

**As per instruction of Client all payments, receipt of funds from / to clients are done through clients bank account.**

k. Receipt, delivery of securities from/ to clients

**Receipt, delivery of securities from / to clients are done through settlement account and client beneficiary and some time Direct payout to client from exchange.**

l. Square off of positions / liquidation of securities without consent of clients

**Normally clients are known to us and we have collateral in one form or the other. Till dates we have no bad debts as such situation has not raised yet, but we will not square off of positions / liquidation of securities without consent of clients**

m. Policy of internal shortage

**We make auction bill as per market auction rate for client giving shortage and give credit bill to buyer clients**

n. Transfer of trades

**We do not do any transfer of trades**

o. investor redressal mechanism

**We maintain investor complain register book and email ID printed on contract note as well as on our website for investor to make complains if any.**

p. PLMA

**separate write up given.**

**q. Power of Attorney**

we have not take any power of attorney for operating client bank accounts or for trading on behalf of clients.

r. Refusal of orders for penny stocks

**the order for penny stocks may only partially executed or not executed at all depending upon liquidity**

s. Brokerage Rate

**before beginning of trade obtain clear explanation for brokerage levied.**

t. imposition of penalty / delayed payment charges

**penalty / delayed payment charges may be levied**

u. Setting up clients exposure limit

**clients exposure limit will set as per account balance and margin account balance**

v. Deregistering of Client . Temporary suspending or closing of client

**Deregistering of client or closing of client can be done at request of client.**

### **Systems**

a. capacity of systems with reference to volume

**our systems are of latest technology and we have in house engineers for trouble shooting**

b. Connectivity to Exchange & / to branches / sub-brokers / clients

**We have lease line / vsat connectivity to exchange and to branches**

c. Back up in case of disruption of connectivity

**We have installed UPS and also we have VSAT in case of disruption of connectivity**