

REF: BIL/ST.EX/REG 13(3)/2017-18/2

9<sup>th</sup> October, 2017

The Secretary  
The Calcutta Stock Exchange Limited,  
7, Lyons Range,  
Kolkata – 700001.

General Manager - DCS  
BSE Limited  
Corporate Relationship Department  
1<sup>st</sup> Floor, New Trading Ring,  
Rotunda Building, P. J. Towers,  
Dalal Street, Fort,  
Mumbai – 400001  
Code : 500059

Asst. Vice President  
National Stock Exchange of India Limited  
Exchange Plaza, 5<sup>th</sup> Floor,  
Plot No. C/1, G Block  
Bandra Kurla Complex,  
Bandra (East)  
Mumbai – 400051  
Code: BINANIIND

Dear Sir,

**Sub: Statement on Investor Complaints for the quarter ended 30<sup>th</sup> September, 2017 in terms of Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

The details of Investor Complaints for the quarter ended 30<sup>th</sup> September, 2017 in terms of Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 is as below:-

| No. of investor complaints pending at the beginning of the quarter | No. of complaints received during the quarter | No. of complaints disposed of during the quarter | No. of complaints unresolved at the end of the quarter |
|--|---|--|--|
| 2  | 4   | 5  | 1  |

**Reason for pending complaint**

1. Compliant received from investor Mr. Chandresh Sharma for non-receipt of refund order in respect of Public Issue announced by (erstwhile Binani Zinc Limited) in the Year 1994. Company has replied vide letter dated 23/06/2017 Action Taken Report sent on 12/06/2017 Clarification sought by SEBI on 14/06/2017 requesting them to close the complaint as there has been no response from the investor SEBI as on 01/08/2017 has requested us to send a detailed letter to the complainant and send us the copy of the POD. We have send a final letter to the shareholder and informed SEBI on 07/08/2017. However SEBI is yet to clear the complaint.

Kindly take the above on record.

Thanking you,

Yours faithfully,

For **Binani Industries Limited**



**Visalakshi Sridhar**  
CFO, Manager & Company Secretary

**Binani Industries Limited**

CIN: L24117WB1962PLC025584

**Corporate Office:** Mercantile Chambers, Ground Floor, 12, J. N. Heredia Marg, Ballard, Estate, Mumbai - 400 001, India.

**Tel:** +91 22 3026 3000 / 01 / 02 | **Fax:** +91 22 2263 4960 | **Email:** mumbai@binani.net | www.binaniindustries.com

**Registered Office:** 37/2, Chinar Park, New Town, Rajarhat Main Road, P.O. Hatia, Kolkata - 700 157. India

**Tel:** 08100326795 / 08100126796 | **Fax:** +91 33 4008 8802

## Action History

Registration No : SEBIP/WB17/0000265/1  
Oct 2017

As on : 06

| S.No. | Action   | Date of Action | Remarks  | From                              | To                                | Lodged by                     |
|-------|--|----------------|--|-----------------------------------|-----------------------------------|-------------------------------|
| 1.    | RECEIVED THE COMPLAINT                           | 08 Jun 2017    | --   | INVESTOR (INVSTR)                 | ERO (1475)                        | Inward - Mumbai-- Head Office |
| 2.    | FORWARD TO DEALING OFFICER                       | 08 Jun 2017    | Forwarded to Dealing Officer   | ERO (1475)                        | ERO (1756)                        |                               |
| 3.    | FORWARD TO SUBORDINATE ORGANISATION              | 09 Jun 2017    | for necessary resolution   | ERO (1756)                        | Binani Industries Ltd (COMB00168) |                               |
| 4.    | SEND ACTION TAKEN REPORT                         | 12 Jun 2017    | The complainants had complained of not receipt of allotment nor receipt of refund orders in respect of application made by them in the Public Issue announced by the Company in the year 1994. However we have checked our records and found that Refund Order bearing numbers 014462 and 014463 were issued to them and the same has been encashed by them as per Statement issued by Federal Bank (Andheri Branch) copy of which is attached herewith. The Complainant had earlier lodged a similar complaint (SEBIPWB170000188) in May 2017 which we had replied to the same vide our letter dated 4/5/2017. Copy of the letter and proof of encashment is attached herewith. Since requisite information has been provided to the complainants, we request you to treat the complaint as closed. | Binani Industries Ltd (COMB00168) | ERO (1756)                        | View Action Taken Report      |
| 5.    | SEEK CLARIFICATION FROM SUBORDINATE ORGANISATION | 14 Jun 2017    | Please also inform the complainant when and to which account number the amount credited on an urgent basis.  | ERO (1756)                        | Binani Industries Ltd (COMB00168) | View Clarification Sought     |
| 6.    | SEND ACTION TAKEN REPORT                         | 27 Jun 2017    | We have requested the Federal Bank to provide us with the bank details where the refund orders issued to the investors had been encashed. This is a very old case and we have already provided the investors with the refund order numbers while   | Binani Industries Ltd (COMB00168) | ERO (1756)                        | View Action Taken Report      |

|    |   |   |  |  |
|----|---|---|--|--|
| 7. | SEND ACTION 17 Jul<br>TAKEN REPORT 2017                               | <p>replying to their earlier complaint. However since they still insists that the same has not been received by them, we have requested them to send us the details of their bank accounts from where the application money has been been paid and also a statement of the same bank account for the period 23rd April 1994 to 22nd July 1994 (validity period of the refund order) as evidence that the refund orders have not been credited to their account. A copy of the said letters to Federal Bank and to the Investor is attached here with for your ready reference.</p> <p>Even after providing the complainant with the details of refund orders as per the paid list of Federal Bank, the complainant insisted that he was not in receipt of the refund orders. As instructed by SEBI, we had written to the Bank to provide us details of the bank where the refund orders have been credited and we had also written to the investors to give us the proof that refund orders have not been encashed by them. We have not received any reply either from the Bank or from the Investor. Since there has been no response from the investor, we request you to close the complaint.</p> | <p><b>Binani Industries Ltd ERO (1756) (COMB00168)</b></p> | <p><a href="#">View Action Taken Report</a></p>  |
| 8. | SEEK CLARIFICATION 01<br>FROM Aug<br>SUBORDINATE 2017<br>ORGANISATION | <p>Please submit a detailed reply to the complainant and attach copy of the letter and POD</p>  | <p><b>Binani ERO (1756)</b></p>                            | <p><a href="#">View Clarification Sought</a></p> |
| 9. | SEND REPLY TO 07<br>CLARIFICATION Aug<br>2017                         | <p>We have already replied to the investors and given them proof of encashment of refund orders 014462 and 014463 (validity period of refund orders 23rd April 1994 to 22nd July 1994) as per list provided by Federal Bank (Refund Bankers) vide our letters dated 23rd June 2017 and 3rd August 2017. We had also requested the Bank to vide our letter dated 19/6/2017 to provide us with the details of the bank accounts of the investors where the refund orders have been credited. We had also requested the investors to give us evidence that the refund orders issued to them have not been credited to the bank account from where the application money has been paid. More than a month has passed and we neither got a response from the bank nor from the investors. U</p>  | <p><b>Binani Industries Ltd (COMB00168)</b></p>            | <p><a href="#">View Reply</a></p>                |

nder these circumstances we request you to close the complaint as the requisite information has been provided to the complainants. A copy of our letters along with proof of dispatch and proof of encashment of the refund orders are attached here with for your reference.