

# ANNEXURE - A

Date: 3<sup>rd</sup> February, 2025

From

[REDACTED]  
[REDACTED]

Mylapore

Chennai-600004

To

The Public Information Officer  
Stock Holding Corporation of India Limited  
301, Centre Point, Parel  
Mumbai- 400012



Subject: Application under RTI Act, 2005 – Request for Information

**Subject:** Application for Information under Section 6(1) of the RTI Act, 2005

Dear Sir/Madam,

I, [REDACTED] son of the late [REDACTED] a 58-year-old citizen of India, residing at the above address, am submitting this application under Section 6(1) of the Right to Information (RTI) Act, 2005.

I seek detailed information regarding a grievance I raised concerning issues faced at your Mylapore branch, as well as other service-related concerns communicated via email since October 2024. I initially interacted with [REDACTED] the Regional Manager, who provided some assistance. However, my recent encounter with him regarding the opening of an NRI account for my client—when [REDACTED] (the Adyar branch manager) was unavailable—was unsatisfactory. His response was evasive, and I have since independently sought clarification from NSDL regarding whether notarization of NRI KYC documents for Demat account opening is a substitute for self-attestation.

The responses from your team regarding my concerns have been vague and unsatisfactory, lacking a clear understanding of the issues which could be seen from the copy of last communication of your office and my reply enclosed. Despite a reminder sent on January 7, 2025, I have yet to receive a substantial reply. As a result, I am now compelled to seek the following information under the RTI Act:

**1. Transfer Policy**

Please provide a copy of the transfer policy applicable to your organization, along with any related policies.

**2. Details of Actions Taken**

A detailed report on the actions taken to address the issues raised regarding the Mylapore branch, including any disciplinary measures, training sessions, or process improvements.

3. **Customer Survey and Evaluation**  
Information on any customer satisfaction surveys conducted or planned for the Mylapore branch, along with any reports or analysis from such surveys.
4. **Internal Communications and Escalation Process**  
Copies of internal communications related to the escalation of my grievance within Stockholding Corporation, particularly those involving Mr. Pradeep and Mr. Balasubramanian, along with actions taken by senior management.
5. **Further Steps for Service Improvement**  
Details of any long-term strategies or measures being considered to improve customer service and prevent similar issues from recurring.

In accordance with the RTI Act, I request that the requested information be provided within 30 days from the date of this application. If the information cannot be provided, please include the reasons for denial along with the relevant sections of the RTI Act.

I would prefer to receive the information in electronic format, via email to [REDACTED] as per RTI guidelines.

I am willing to pay any applicable fees for the documents requested, and have enclosed the requisite court fee stamp of Rs. 10/- with this application.

Thanking you

yours faithfully  
[REDACTED]

ET135132999IN IVR:4984135132999  
SP TEYNANPET S.O <600018>  
Counter No:1.03/02/2025.14:43  
To:THE PUBLIC INFORMATION  
PIN:600012, Parel S.O



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