



CUSTOMER GRIEVANCE REDRESSAL POLICY

R. K. Bansal Finance Pvt. Ltd.



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R. K. Bansal Finance Pvt. Ltd.

“CUSTOMER GRIEVANCE REDRESSAL POLICY”

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1. **OBJECTIVE AND SCOPE OF THE POLICY:**

As a service organization, it is our primary responsibility to focus on Customer service and satisfaction. This document details the policy of redressal of customer complaints.

The key objective of this policy is to ensure the following:

- i. All concerns/complaints raised by Customers are resolved in effective and timely manner, leading to their satisfaction;
- ii. Through Customers' feedback, we are able to improve our processes and products;
- iii. In an event that the Customer is not satisfied with the resolution provided to him, he can escalate the issue to a higher level in the organization.

This document aims to describe internal policy for handling Customer complaints. It describes various channels for lodging the complaint, obtaining solutions from the concerned department and responding Customers with the solution within the committed time period.

Complaint: Complaint is an expression of dissatisfaction or resentment either in the form of a representation or allegation made in writing or through electronic means or over phone, containing a grievance alleging deficiency in:

- services, products, policies of R.K. Bansal Finance Private Limited,
- services provided by the outsourcing agencies engaged by R.K. Bansal Finance Private Limited for providing service to its customers,
- employee's behavior,
- to deal with FinTech/ digital lending related complaints/ issues raised by the borrowers,
- maintaining confidentiality/ protection of customer's personal (including sensitive personal information) and financial information.

Complaint is not a request for data modification or inquiry about loan products/ schemes, interest rates or other requests which can be solved by Customer care.

Customer: Customer means the person who has obtained the loan or finance facility from R.K. Bansal Finance Private Limited.

2. **RAISING A COMPLAINT**

2.1 Modes of raising Complaint:

- **Voice Support:** The customer can call us at Customer Care Helpline at +91-9899985495 between 10:00 AM to 6:00 PM from Monday to Saturday.
- **Email Support:** Please write to us at info@ramfincorp.com
- **Postal (through letter):** Customer Care Department, R. K. Bansal Finance Private Limited, 8/9, 2nd Floor, WEA, Karol Bagh, New Delhi - 110005.
- **Complaint in Person:** R. K. Bansal Finance Private Limited, 8/9, 2nd Floor, WEA, Karol Bagh, New Delhi - 110005.

2.2 Content / information in Complaints

While raising a complaint, each complaint should have the following information:

- i. Customer's complete name;
- ii. Customer's complete correspondence address;
- iii. Loan ID;
- iv. Registered mobile number/Phone number;
- v. E-mail address, if any;
- vi. Details of the complaint;
- vii. Documentary Proof, if required

3. **COMPLAINTS TREATMENT**

3.1 Procedure for addressing the complaint:

- **First call resolution:** All the complaints which can be resolved immediately when raised, the response shall be provided on the same call and close the same.
- **Resolution post verification:** For the complaints which must be verified and may need further investigation/support from other departments and hence

cannot be resolved immediately, customers shall be informed about the expected timelines of the closure. For these complaints, tickets shall be raised and assigned to the concerned departments on priority.

We are committed towards resolving all customer's complaints within 1 (One) month from the date of receipt of complaint with complete details.

3.2 Mechanism to handle customer complaints/ grievances:

While handling the customer complaints, the customer shall be informed about the following:

- a. Information pertaining to all issues/concerns raised by the customer;
- b. Explanation of final solution provided;
- c. Expected timelines towards closure (where immediate solution cannot be provided);
- d. Maintain contact at defined intervals/milestones to communicate progress on his concern and share reasons for delay/time taken; and
- e. Request for supporting documents/information (if applicable) in a clear manner along with the reason for such requirement.

Concerned team members handling the complaint should make reasonable attempts to reach the customer for providing a solution to his/ her complaint, preferably in the form the complaint was received.

3.3 Complaints Archiving

After the resolution is provided to the customer, the concerned department shall update the status of these complaints as closed in the system. These complaints reflect in a closed complaints bucket which can be re-examined at any point of time, as and when required.

4. **GRIEVANCE REDRESSAL MECHANISM**

Customers who wish to send in complaint/feedback over any issue can use the following channels.

LEVEL 1: Customer Relationship Manager

Please contact Customer Relationship Manager.

Timings: 10 am to 6 pm on week days

LEVEL 2: Customer Service Help Desk

If you are not satisfied with the response received from the branch or if you don't receive a response in 3 working days, please call our Help Desk Representatives available on the phone to register your complaints.

Helpline No : +91-9899985495

Email id : info@ramfincorp.com

Timings : 9 am to 6 pm on week days

LEVEL 3: Grievance Redressal Officer

If you are not satisfied with the response from customer service helpdesk or if you don't receive a response within 3 working days, please call or write to Grievance Redressal Officer. You will receive a response within 5 working days of Grievance Redressal Officer receiving the complaint.

Grievance Redressal Officer (Nodal Officer)

Name : Mr. Samir Sethi

Address : 8/9, 2nd Floor, WEA, Karol Bagh, New Delhi - 110005

Contact No. : +91-9311417272

Email : Samir@ramfincorp.com

Also, if the complaint / dispute are not redressed within a period of one month, the customer may appeal to the RBI on the following addresses:

The General Manager

Deptt. Of Non-Banking Supervision (DNBS)

Reserve Bank of India

6, Sansad Marg, New Delhi- 110001

Email: dnbsnewdelhi@rbi.org.in

5. **RESOLUTION TURNAROUND TIME**

Overall customer complaints shall be resolved within 1 (One) month from the date of receipt of complaint with complete details.

6. **SUPERVISION AND REPORTING**

6.1 **Reporting:**

There are complaints about MIS and reporting in place. This reporting serves as an input for other analysis, for periodical review.

6.2 **Supervision:**

The Summary of the customer grievance report along with its Status Report indicating the actions taken for resolution of the complaints, shall be placed before the Board of Directors for their review on a semi-annual basis.

The report shall contain information like, the total no. of complaints received, disposed off and pending, with reasons thereof, which will be placed before the Board for information / guidance.
