

GIRNAR CAPITAL PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

VERSION 4

Grievance Redressal Policy

1. AREA OF APPLICATION:

This guideline applies to all Internal and External stakeholders working for Girnar Capital Private Limited (the Company).

2. BASIS:

The Grievance Redressal Mechanism Policy has been made as per RBI/DNBR/2016-17/45 Master Direction DNBR.PD.008/03.10.119/2016-17 dated September 1, 2016 as applicable to NBFC ND-SI issued by Reserve Bank of India (RBI).

3. PURPOSE:

The purpose of the policy is to ensure that:

- All customers are always treated fairly and without biasness.
- All issues raised by customers are dealt with courtesy and punctually.
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint

4. DEFINITION OF GRIEVANCE:

A “Grievance/ Complaint” Is an expression of dissatisfaction with a product or service, either orally or in writing, from a customer. A customer may have a genuine cause for complaint, although some complaints may be made as a result of a misunderstanding or an unreasonable expectation of a product or service.

5. CATEGORY / TYPE OF COMPLAINT:

A complaint is an expression of dissatisfaction made to an organization, related to its products or services, or the complaint-handling process itself, where a response or resolution is explicitly or implicitly expected.

Various categories/ types of complaints can be:

- Wrong/ incorrect information
- Poor customer service attitude
- Overpricing/ disputes in repayments or interest rates
- Lack of adequate information
- Delay in responses resulting in customer dissatisfaction
- Unresponsiveness of service providers
- Misappropriation of funds/ documents

6. DISABLED/ PHYSICALLY CHALLENGED:

The company shall not discriminate in extending products and facilities including loan facilities to physically/ visually challenged applicants on grounds of disability. All the branches/ regional offices shall render all possible assistance to such persons for availing of the various business facilities. Wherever required, the relationship managers/ company official also shall visit such applicants at their office/ residence to assist them in completing the modalities relating to the loan application, documentation etc. The company shall include a suitable module containing the rights of persons with disabilities guaranteed to them by the law and international conventions, in appropriate training programs conducted for the employees at all levels.

Further, the company shall ensure redressal of grievances of persons with disabilities under the Grievance Redressal Mechanism already in place.

7. RESPONSIBILITIES OF BOARD:

- a) To lay down the appropriate grievance redressal mechanism within the organization which ensures that all disputes arising out of the decisions of lending institutions' functionaries are heard and disposed of at least at the next higher level.
- b) Periodically review the functioning of the grievance redressal mechanism at various levels of management.
- c) A consolidated report of such reviews shall be submitted to the Board at regular intervals, as may be prescribed by it.

8. RECORDING AND TRACKING OF COMPLAINTS:

All the complaints received by the company must be recorded and tracked for end-to-end resolution.

9. RESOLUTION OF COMPLAINTS:

The concerned department heads like the operations department, collections department, are responsible jointly and severally for resolution provided by their teams and for closure of customer issues.

10. TIME FRAME FOR RESPONSE:

The turn-around time for responding to a complaint is as follows:

- i. Normal cases (other than the one mentioned below): 10 working days for normal cases
- ii. Fraud cases, Legal cases and cases which need retrieval of documents (including old records): 15 working days
- iii. EMI related cases: 20 working days
- iv. Cases involving 3rd party (other Banks or financial institutions or dealership or if customer out of country): 30 working days
- v. For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered to

If any case needs additional time, the Company may request the customer/ regulator seeking additional time with expected timelines for resolution of the issue.

11. MECHANISM TO HANDLE CUSTOMER COMPLAINTS/GRIEVANCE:

Customers who wish to provide feedback or send in their complaint may use the following channels between 10:00 am and 6:30 pm, from Monday to Friday (except on public holidays).

Level 1: Submit a written letter to the branch/office and obtain an acknowledgement:

Grievance Redressal Officer
Mr. Himanshu Durgvansi
7th Floor, Imperia Mindspace,
Golf Course Extension Road, Sector 62,
Gurugram, 122001, Haryana
gcapgreivanceredressal@rupyy.com

Level 2: If the complaint/ dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Supervision of the Bank at:

The Officer in Charge,
Department of Supervision,
The Reserve Bank of India, Regional Office,
Rambagh Circle, Tonk Road,
Jaipur-302 004, India

The details of various contact points for grievance redressal mechanism shall be published on the website for the benefit of the customers.

12. GOVERNANCE REPORTING AND MONITORING:

The customer complaints along with ageing analysis of both resolved and unresolved complaints and complaints received from the Reserve Bank of India shall be placed before the Board of Directors on quarterly basis for its review.

13. REVIEW:

A review of compliance of the Fair Practices Code and the functioning of the grievance redressal mechanism would be done by the Management regularly and a consolidated report of such reviews will be submitted to the Board of Directors on a regular basis. An updated copy of this code shall be put up on the Company's website.

14. CHANGES IN THE POLICY:

Sr. no.	Version	Approved by	Approval Date
1	Version 1	The Board of Directors	June 30, 2022s
2	Version 2	The Board of Directors	August 5, 2023
3	Version 3	The Board of Directors	February 28, 2025
4	Version 4	The Board of Directors	April 28, 2025