

Grievance Redressal Policy

1. Introduction:

Customer service is extremely important for sustained business growth and as an organisation we strive to ensure that our customers receive exemplary service across different touch points.

Customer complaints constitute an important voice of customer, and this policy talks about complaint handling through a structured grievance redressal framework in compliance with Reserve Bank-Integrated Ombudsman Scheme, 2021. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The review mechanism shall help in identifying shortcoming in services that provided by the company and to minimise customer dissatisfaction. The Grievance Redressal Policy follows the following principles:

- a. Customers are treated fairly at all times.
- b. Complaints raised by customers are dealt with courtesy and in a timely manner.
- c. Customers are informed of avenues to escalate their complaints within the organisation, and their rights if they are not satisfied with the resolution of their complaints.
- d. The employees work in good faith and without prejudice, towards the interests of the customers.

2. Grievance Redressal Mechanism:

At Rajradhe Finance Limited (the "Company"), customer satisfaction is our priority and we are committed to provide our customers best service experience.

Whilst all efforts are taken to give customers the best services, to avoid any grievances the customers are informed that they can record their grievances; if any; in writing, verbally or electronically.

The Company will make attempt to ensure that its customers have a trouble-free experience in dealing with services that provided by it, but in case of any errors and omissions, the Company will deal with the same sympathetically.

Resolution of Grievances:

At Rajradhe Finance Limited, the Principal Nodal Officer is responsible for resolution of complaint/ grievance to the customer's satisfaction. Every attempt is made to offer the customer suitable and appropriate alternate solutions wherever possible. However, if the customer continues to remain dissatisfied with the resolution, he/ she/ it can escalate the issue to the Executive Director of the Company.

Time frame:

Suitable timelines have been set for every complaint depending upon the investigations which would be involved in resolving the same. Complaints are suitably acknowledged on receipt and the customers are informed of delays if any, in the resolution. When Company rejects any complaints wholly or partly, all such complaints will be escalated to the Executive Director and he will ensure that final decision is communicated to the complainant within 30 days from the date of receipt of the complaint by the Company.

❖ Modes of Raising Complaint and Escalation Matrix:

The customer may raise complaint in writing, verbally, electronically or over phone and expect a response within defined time period of complaint registration.

➤ Level 1

The Customer may approach any of the following mentioned modes to register a complaint to Principal Nodal Officer (PNO).

Name: Mr. Meet Shah

Designation: Principal Nodal Officer

Regulated Entity: RAJRADHE FINANCE LIMITED

Contact No: 92279 90581

Email: pno@rrfl.in

Address: 105-106 Tilakraaj Complex, Nr. Surya-Rath,
Panchvati First Lane, Ambawadi
Ahmadabad City - 380006.

a) Registered Office –

Customers can visit our registered office physically to register a complaint with details of their issues.

b) Phone –

Customer can call on 91 7622020505/92279 90581 between 10:00 AM – 7:00 PM (except Sundays and Public Holidays)

c) Email –

Customers can raise complaint through mail. They can write mail us at pno@rrfl.in. Also note that for effective resolution customers are requested to mention Loan Account Number (LAN).

d) Letter –

Customers can write to us at:

RAJRADHE FINANCE LIMITED (Registered Office):

105-106 Tilakraaj Complex, Nr. Surya-Rath,

Panchvati First Lane, Ambawadi

Ahmadabad City - 380006.

Principal Nodal Officer shall:

- Streamline the escalation process by defining clearer roles and responsibilities for cross-functional teams, ensuring faster resolution of complex issues.
- Improve communication channels between departments, ensuring that complex complaints are managed more efficiently and that customer service staff have access to real-time information on complaint status.
- Continue training programs for employees. This should include improving problem-solving skills, conflict resolution, and deeper product knowledge to handle diverse customer complaints more effectively.

➤ **Level 2**

If the resolution provided at Level 1 does not meet an expectation of the customers or cases where no response received within prescribed time period of 15 days of receipt of the complaint by PNO, they can approach Executive Director through any of our access channels mentioned below. Customers are required to quote the Complaint Reference Number provided to them in their earlier interaction while lodging their complaint to PNO.

Name: Mr. Jayesh Koshti
Designation: Executive Director
Email: grievance@rrfl.in

Address:
RAJRADHE FINANCE LIMITED (RRFL)
105-106 Tilakraaj Complex, Nr. Surya-Rath,
Panchvati First Lane, Ambawadi
Ahmadabad City - 380006

➤ **Level 3**

If the customer is not satisfied with reply/resolution of the company or query/dispute is not resolved within prescribed time period of 30 days, customer may approach RBI – Integrated Ombudsman Scheme, 2021 writing complete details of complaints at the following address:

Centralised Receipt and Processing Centre (CRPC)
Reserve Bank of India, Central Vista, Sector 17,
Chandigarh 160017

OR

Customer can do online filing of complaint by visiting <https://cms.rbi.org.in>

Consumer Education and Protection Cells (CEPCs) take up the complaints against Res not falling under ambit of RBI-IOS, 2021 under RBI (AGR) framework.

Redressal of Customer Grievances

Level 1 (Principal Nodal Officer)

- Lodge a complaint at Registered Office
- Call on Contact No during permissible hours
- Email on Email ID: pno@rrfl.in
- Write a Letter Registered Office Address

Level 2 (Executive Director)

- Complaint escalation to Executive Director
cases where customer has neither received proper resolution nor satisfied with the resolution provided at Level 1 by PNO (within period of 15 days of receipt of the Complaint)
- Email on Email ID: grievance@rrfl.in
- Write a Letter to ED at Registered Office Address

Level 3 (RBI – Integrated Ombudsman Scheme, 2021)

- Lodge a complaint at Centralised Receipt and Processing Centre (CRPC)
cases where the complaint was rejected wholly or partly by the Regulated Entity, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the Regulated Entity received the complaint
- Complaint via Grievance Portal: <https://cms.rbi.org.in>

3. Review and monitoring:

Periodic review of monitoring of complaints, nature of complaints is done to ensure that process loopholes if any are plugged and trends are checked.