

Policy Title	Client Grievance Redressal Policy
Version Number	3.0
Owner of the Policy	Compliance Department
New/Renewal	Renewed
Last date of Renewal	02nd December 2022
Periodicity of Renewal	Annual/or earlier if required
Date of Approval/ Revision by the Board	25th July 2024

For Board of Directors
Sarwadi Finance Pvt Ltd

SARWADI FINANCE PVT. LTD.

Diksha Shah
 Director

Diksha Shah
(Managing Director)

SARWADI FINANCE PRIVATE LIMITED

Regd. Office : Flat No. 31, Ganga Jamuna, 3rd Floor, 28/1, Shakespeare Sarani, Kolkata - 700 017, T : 033 4021 43001
 CIN : U67100WB2017PTC235052

Associate Company of :

www.sarwadi.in



info@sarwadi.in

CLIENT GRIEVANCE REDRESSAL POLICY

OBJECTIVE

The objective of this policy is to establish a formal mechanism wherein customers can raise their concerns, queries or complaints and get a solution/remedy within a reasonable time frame and ensure that:-

- All customers are treated fairly and in an unbiased manner.
- All issues raised by customers are dealt with courtesy and resolved in time.
- Customers are made aware of avenues to escalate their grievance within the organization and their rights to alternate remedies if they are not fully satisfied with the response or resolution to the grievance.
- Employees shall work in good faith and without prejudice towards the interest of the customers.

SCOPE & APPLICABILITY

The Policy is applicable across all the branches including the head office of the company and to all activities where there is an interaction with customers. The Policy has been drafted in line with the Company's objectives and the guidelines outlined in the Master Direction - Non Banking Financial Companies - Non-Systemically Important Non-Deposit taking Company (Reserve Bank) Directions, 2016 issued by the RBI and other RBI guidelines as applicable.

DEFINITION OF COMPLAINT AND QUERY

Customers may approach the NBFC for various reasons which inter-alia include, enquiry/clarifications regarding the services, process or products of the NBFC-MFI, request to avail a service/ product, and to raise a grievance regarding any deficiency in service.

SFPL has defined Query/ Request and Complaint clearly, so that the Customer issues can be lodged appropriately and addressed accordingly.

A Complaint is any Customer dissatisfaction expressed with respect to any services related to any of the below mentioned scenarios, but not limited to the following:

- a) Delayed processing of requests, claim settlement or non-execution of service requests after expiry of Turnaround time for such service/ deliverable.

SARWADI FINANCE PVT. LTD.
Jaisna
Director

b) Complaints related to deficiency in services, technology related complaint.

c) Customer complaints related to service issues, employee behavior.

PROCESS OF GRIEVANCE REDRESSAL

Customers need to be informed about their rights to file complaint or raise any grievance.

1. Enlisting of the Grievance-

a) **Through Customer Service Department** – Any customer who needs to raise a grievance or suggestion or query can get in touch with the Customer Service Department in the following helpline number/email.

Helpline No: 8902415100

E-mail ID: crm@sarwadi.in

Timings: 10:00 am - 5 pm (Monday to Friday)

a) **Drop Box or Complaint Register-** Any customer may also visit the branch for their grievance/suggestions and drop in their grievance or they can also register their complaints in the dedicated complaint register as maintained in the Branches.

Each Branch will have a drop box and customers can choose to drop their queries, suggestions or complaints in the drop box.

Timings: 10:00 am - 5 pm (Monday to Friday)

Note: The Grievances as received by the Customer Service Department and Branches will be forwarded to the GRO in the same day.

2. Processing of the Grievance-

a) **Grievance Redressal officer (GRO)**, after receiving the complain from the Branches and Customer Service Department, will resolve all the complaints within a TAT (Turn-around-time) of 15 working days from the date of receipt of the Grievances.

In case a customer is not satisfied with the response, then they can get in touch with the GR in the below manner:

Details of Grievance Redressal officer (GRO):

Mr. A Mondal

Phone: 9874721115

Email: care@sarwadi.in

SARWADI FINANCE PVT. LTD.

Director

Registered Office/Head Office Address:

**31, Ganga Jamuna
28/1, Shakespeare Sarani,
Kolkata-700017**

- b) **Communication to the customer-** After a complaint is being resolved by the GRO, the Customer Service Department will communicate the resolution to the customer accordingly within the specified TAT of 7 working days from the date of resolution.
- c) A customer can escalate the grievance to SRO in case customer is not satisfied with the GRO in the following helpline number:
MFIN Toll Free Helpline Number: 1800 102 1080
Sa-Dhan's Toll Free Helpline No: 1800-425-0205
- d) If a customer is not satisfied with the response received from any of the above then he/she may contact:
RBI Helpline Number- 14448
Reserve Bank of India(RBI)
Department of Supervision
5th Floor, 15 Netaji Subhas Road
Kolkata-700001
Or, Click on this link to file a complaint with the RBI: <https://cms.rbi.org.in/>

3. Reporting of the Grievances-

- a) A report of status of the grievances will be presented by the GRO to the management on a monthly basis and it will be placed to the Board quarterly.
- b) The Grievance process is also a part of audit checks and a report of the same will be submitted to the management on a periodic basis.
- c) A regular update will also be provided to the SRO's and other regulatory bodies.

4. Mandatory Display Requirements:

The Company will prominently display the following information for the benefit of its customers, over its website and branch offices in a language understood by the borrower:

SARWADI FINANCE PVT. LTD.



Director

- a) The name and contact details (i.e. telephone number and email address) of the Customer Service Department and GRO.
- b) Contact details of the SRO and RBI.

5. Policy Review:

The Management will annually review and assess the adequacy of the Policy in line with the RBI updates and recommend changes to the Company's Board. Any updates/ changes to the Policy will be approved by the Board and communicate to the relevant customer/ staff/ other stakeholders.

SARWADI FINANCE PVT. LTD.


Director

Diksha Shah
(Managing Director)

Date: 25.07.2024

Place: Kolkata