

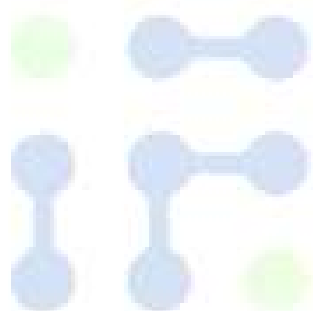
“GRIEVANCE REDRESSAL POLICY”

Indresh Financial Services Pvt. Ltd. (IFSPL) registered as NBFC- ND (Type- II) under Investment and Credit Company (ICC) category

<u>Version</u>	<u>Approval Date</u>	<u>Revised by</u>	<u>Revision Description</u>
1.0	24th December 2024	NA	Adoption of Policy
1.1	10 th February, 2025	Board of Directors	Change in Registered Office

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Chapter I -- PREAMBLE

Indresh Financial Services Private Limited ("IFSPL" or "Company") is registered as a Type II Non-Deposit taking Non-Banking Financial Company ("NBFC – ND") with the Reserve Bank of India ("RBI") since 27th September, 2024 bearing NBFC registration number **N-14.03630**. IFSPL has been incorporated to primarily engage in the business of providing credit facilities to individuals, proprietors, partnerships, private/public companies, etc.

The Company believes that providing prompt and efficient customer service is essential for retaining existing relationships as well as a key factor in sustaining business growth. Addressing customer complaints is a corner stone of good customer service. This policy details complaint handling through a structured grievance redressal framework including a review mechanism to minimize such issues in future. The Policy is drawn-up in compliance with the Reserve Bank of India (RBI) Master Direction – Non-Banking Financial Company – Scale Based Regulation Directions, 2023 dated October 19, 2023 (as updated from time to time) and approved by the Company's Board of Directors. This Policy will be read parallel to the Fair Practices Code ('FPC') formulated by the Company.

This Policy aims to provide a framework for dealing with the Complaints of the Borrowers in a fair and transparent manner and educate the Borrowers about the processes to be followed to lodge a Complaint with the Company and/or the RBI.

Chapter II -- PURPOSE

The purpose of the Policy is to ensure that:

1. All customers are treated fairly and in an unbiased courteous manner at all times;
2. All complaints raised by customers are handled promptly and effectively in the promised timeline;
3. All employees act in good faith, without prejudice to the interest of the customers, and within the policies of IFSPL; and
4. Customers are fully informed about the different channels to escalate their grievances, both within the organization as well as with the RBI, if they are not fully satisfied with the resolution proposed by IFSPL.

Chapter III -- GRIEVANCE REDRESSAL OFFICER

The Board of Directors of the Company have appointed Company Secretary of the Company as a Grievance Redressal Officer (GRO) of the Company, who shall be responsible for overall functioning of the Grievance Redressal Mechanism of the Company. The Grievance Redressal Officer shall also be responsible to address grievances escalated to him / her and for ensuring prompt and efficient functioning of grievances redressal mechanism.

Chapter IV -- GRIEVANCE REDRESSAL PROCESS / MECHANISM

a) Registration of complaints / grievances and Acknowledgement

Customers who wish to register their complaints or provide feedback may use either of the following channels:

- Direct Contact Number: Call the Customer Service Helpline at 0124-4104764 from 9:30 am to 06:00 pm on Monday – Friday, except on public holidays.
- Electronic mail: E-mail IFSPL at compliance@indreshfinancial.in
- Write to address below:
Indresh Financial Services Private Limited
Unit No 820, 08th Floor, JMD Megapolis, Sector 48,
Sohna Road, Gurgaon, Haryana- 1220018

For proper resolution, Customer is requested to mention the Loan application number or Loan Account number while filing the complaint. Anonymous complaints will not be addressed.

b) Resolution Process

- (i) On receipt of complaint, the Company shall, within ten working days, send an acknowledgement of the same to the complainant. Such acknowledgement will have an acknowledgement/ reference number that can be used to track the status of the grievance resolution and will indicate the turnaround time for response/ resolution of the complaint. All the complaints received shall be recorded.
- (ii) The Company shall ensure that all complaints are resolved in a timely and effective manners, and status of

resolution / closure of complaints in records is updated.

- (iii) The Company shall monitor the complaints status to ensure that the complaints are resolved within 30 days of receipt of complaint.
- (iv) If in any case, the Company needs additional time, the Company will inform the customer the reasons of delay in resolution within the timelines specified above and provide expected time lines for resolution of the complaint.

In case the complaint is not resolved within the given timeframe or if the customer is not satisfied with the resolution provided by the company, the customer can contact the Grievance Redressal Officer. The name and contact number of the Grievance Redressal Officer are as below.

- (v) It is to be noted that Grievance Redressal Machinery of IFSP will also deal with the issue relating to services provided by the outsourced agency.

c) Addressing/ handling of complaints

In case the complaint is not resolved within the given timeframe or if the customer is not satisfied with the resolution provided by the company, the customer can contact the Grievance Redressal Officer. The name and contact number of the Grievance Redressal Officer are as follows:

Name: Ms. Twinkle
 Tel: 0124-4104764
 Email: compliance@indreshfinancial.in

d) Escalation of Complaints

If a customer is not satisfied with the resolution provided through various channels or if the complaint is not addressed within a period of 30-days, the customer may appeal to the Deputy Ombudsman appointed by the Reserve Bank of India under whose jurisdiction the Registered Office of the Indresh Financial Services Private Limited falls. The details are as follows:

Centralized Receipt and Processing Centre (CRPC)
 Reserve Bank of India,
 Central Vista, Sector 17,
 Chandigarh - 160 017

Time frame for response

The turn-around time for responding to the complaints are as follows:

- i. Fraud cases, legal cases and cases which need retrieval of aged documents or records: 21-days
- ii. Installments cases: 30-days
- iii. Cases involving third-parties (i.e. dealers, banks, other NBFCs, etc): 30 to 45-days
- iv. For complaints received from a regulator, the timelines mandated by the respective regulator will be followed.
- v. Cases other than the ones specifically mentioned above: 30-days
- vi. If it is determined that a case will need additional time, the company will promptly inform the customer or the regulator regarding the requirement for additional time along with an anticipated timeline for providing response.

Chapter V -- OMBUDSMAN SCHEME

The Company has adopted the Reserve Bank - Integrated Ombudsman Scheme, 2021 as notified by RBI on November 12, 2021. If the customer does not receive any reply from IFSP within one month of date of Complaint or is not satisfied with the response provided by IFSP, he/she can file a complaint with the Ombudsman under the Reserve Bank - Integrated Ombudsman Scheme, 2021 ("the scheme"), not later than one year from date of receipt of response.

Chapter VI -- SUPERVISION AND MONITORING

- 1) Based on the analysis of complaints handled by Grievance Officer, training to staff would be provided, if required to raise awareness among the frontline staff about, the pattern of complaints being received, their root causes, remedial measures and expected action on the part of frontline staff.
- 2) Customer Grievance Register and Action Taken Report is to be maintained in the following manner:
 - a) All complaints will be entered in the Customer Grievance Register (CGR) that shall include -

- i. the full details on the customer (e.g. name, address, account number and contact details);
 - ii. date of receipt;
 - iii. the complaint itself; and
 - iv. any supporting media provided.
- b) Actions initiated or taken to resolve the matter along with the status of the complaint shall be maintained in Customer Grievance Register,
- c) The Grievance Redressal Officer (GRO) will circulate the monthly Action Taken Report (e.g. open complaints on the CGR) on all the complaints received, within seven-days of month-end, to the Executive Director.

A summary of customer grievances along with actions initiated shall be presented to the Board at least quarterly. The report shall contain the number of complaints received, both disposed of and pending, along with reasons thereof, which will be placed before the Board for their guidance or comments.

Chapter VII – MEASURES FOR GRIEVANCE REDRESSAL

IFSP will be using various measures for dealing with customer grievances in the most effective manner. Such measures are as follows:

- Mandatory Display Requirements

The following information will be prominently displayed for the benefit of the customers at all locations where the company business is transacted:

- a) the name and contact details (telephone no, email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company, and
- b) 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 DoS of RBI (complete contact details), under whose jurisdiction the registered office of the NBFC is situated.

- Employee Training & Awareness

All Operating Staff are properly trained, if required, to handle customer complaints. On an ongoing basis, IFSP will focus on minimizing grievances, review of past customer complaints, resolutions to those complaints, and an open discussion on how to best prevent such complaints in the future.

Further, During interactions with customers, differences of opinion and areas of friction can arise. IFSP shall ensure that imparting the soft skills required for handling customers is an integral part of the training programs, if necessary, for staff.

Chapter VI -- DEVIATION

In the interest of time and to fast pace decision making, deviation to any terms of this policy can be accorded by CEO along with any one director subject to the compliance of the provisions of the applicable RBI Guidelines and noting of the same in the ensuing Board meeting.

Chapter VII -- INCONSISTENCY

In case of any conflict between this policy or any other policies of the Company, the policy last approved by the Board of Directors of the Company will prevail and in case of any inconsistency or conflict between any policy of the Company with the RBI Regulations/Circulars/Guidelines/Notifications, the RBI Regulations/Circulars/Guidelines/ Notifications will prevail to the extent of such inconsistency till the time the updated policy is not approved by the Board of Directors of the Company.

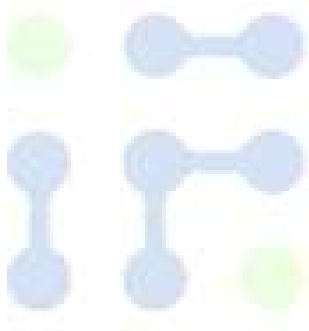
Chapter VIII -- REVIEW OF POLICY

This Policy shall be reviewed by the Board of Directors on an annual basis. Further, this Policy shall be approved/ amended by the Board of Directors subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives, and instructions issued by the RBI, from time to time, and shall supersede the earlier version of the Policy.

The GRO may also suggest changes or modifications to the Policy and present it before the Board for its approval and adoption.

Chapter IX – EFFECTIVE DATE

This Policy shall be effective from the date of its approval by the Board and shall apply retroactively to all relevant activities occurring on or after the approval of the policy.



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