



## **CUSTOMER GRIEVANCE REDRESSAL MECHANISM**

## OBJECTIVE

The Customer Grievance Redressal Mechanism is framed to provide best customer services and to comply with the Guidelines of Fair Practices Code prescribed by the Reserve Bank of India and the Fair Practices Code of the Company which *inter-alia* set out broad parameters for dealing with customers.

### 1. PRINCIPLES

Customer complaints constitute an important voice of a customer and following shall be guiding principles at IndoStar for dealing with customer complaints:

- Customers shall be treated fairly at all times
- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner
- Customers shall be informed of avenues to escalate their complaints within the organization, and their rights in cases when their complaints are not resolved in a timely manner or when they are not satisfied with the resolution of their complaints
- Employees and outsourced agencies shall work in good faith and without prejudice, with all customers

### 2. GRIEVANCE REDRESSAL MECHANISM

In case of any grievance, customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

#### A. Registration of Complaints

- Branch - Customers can visit the Branch Office for registration of their grievances. Oral complaints, if any should be followed by submission of a written complaint;
- Email / Letter - Customers can send their grievance through email or letter to relevant Nodal Officer of the Company. Contact details of Nodal Officers along with their jurisdiction/area of operation are mentioned at Annexure 1.

**Customers shall ensure that they quote their application no. / sanction no. / loan account no. in every correspondence with the Company regarding their complaint.**

Anonymous complaints will not be addressed in terms of this Customer Grievance Redressal Mechanism.

#### B. Time Frame for Resolution of Complaints, from date of receipt of complaint

The Company shall endeavour to resolve Complaints lodged by the customers at the earliest within a period not exceeding 1 month.

If any complaint needs additional time, the Company will keep the customer informed of the expected time lines for resolution of the complaint.

C. Escalation Matrix

If a customer is not satisfied with the resolution provided by the Company, the customer can escalate the complaint to the **Grievance Redressal Officer & Principal Nodal Officer of the Company at:**

Mr. Krishnamoorthy Swaminathan

Address: 5th Floor, Corporate Avenue, Wing 2/E. Andheri - Ghatkopar Link Road, Chakala, Andheri (East), Mumbai, Maharashtra 400093

Telephone No.: 022 4315 7000

Fax No.: 022 4315 7010

Email: [PNO@indostarcapital.com](mailto:PNO@indostarcapital.com)

In case a grievance/complaint is not redressed to the satisfaction of the Customer within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision, the Reserve Bank of India at contact details mentioned below or to relevant NBFC Ombudsman, whose contact details along with jurisdiction/area of operation are mentioned at Annexure 1.

**Department of Non-Banking Supervision, the Reserve Bank of India,**

Mumbai Regional Office, 3rd Floor, RBI Building,

Opposite Mumbai Central Railway Station, Byculla, Mumbai – 400 008

Telephone No.: 022 2308 4121

Fax No.: 022 2302 2011

Email: [dnbsmro@rbi.org.in](mailto:dnbsmro@rbi.org.in)

**3. REVIEW**

The Grievance Redressal Committee of the Company shall periodically review the Customer Grievance Redressal Mechanism to ensure that process deficiencies, if any, are addressed. The Committee shall also periodically review the Statement of Complaints received, resolved and pending, along with reasons for the same.

**4. IMPLEMENTATION**

This Mechanism shall come into effect from 1 January 2016.