



# **CUSTOMER GRIEVANCE REDRESSAL MECHANISM**

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(Version: 10)



## CUSTOMER GRIEVANCE REDRESSAL MECHANISM

<i>Policy Name</i>	
Policy Approval authority	Grievance Redressal Committee
Policy Owner	Chief Compliance Officer
Policy Implementation Authority	Head – Customer Service
Version	Version
Issue Date	V10
Date of last review	February 9, 2026

Relevant Act/Rules/Regulations
<ol style="list-style-type: none"><li>1. Reserve Bank of India (“<b>RBI</b>”) (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025, dated November 28, 2025, as amended from time to time</li><li>2. Fair Practices Code of the Company</li><li>3. Reserve Bank of India (Non-Banking Financial Companies– Credit Facilities) Directions, 2025, dated November 28, 2025, as amended from time to time</li></ol>



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## VERSION CONTROL

Version Control Number	Author	Approval Date	Effective Date	Version Description
V.1	AVP – Compliance & Secretarial	9 November 2015	1 January 2016	--
V.2	SVP – Compliance & Secretarial	8 August 2019	8 August 2019	Updation pursuant to appointment of Nodal Officers
V.3	SVP – Compliance & Secretarial	12 August 2020	12 August 2020	Updation pursuant to change in Grievance Redressal Officer / Principal Nodal Officer
V.4	Grievance Redressal Officer	15 June 2021	15 June 2021	Updation pursuant to (i) change in address and email id of Grievance Redressal Officer / Principal Nodal Officer (ii) change in email address of nodal officers and (iii) Addition of link for reporting of complaints to RBI
V.5	Grievance Redressal Officer	7 January 2022	7 January 2022	Updation pursuant to change in Grievance Redressal Officer / Principal Nodal Officer
V.6	Grievance Redressal Officer	14 August 2022	14 August 2022	Updation pursuant to change in Grievance Redressal Officer / Principal Nodal Officer
V.7	Grievance Redressal Officer	5 January 2023	5 January 2023	Updation pursuant to change in Grievance Redressal Officer / Principal Nodal Officer
V.8	Grievance Redressal Officer	15 March 2024	15 March 2024	Various amendments and updations in line with RBI Directions
V.9	Grievance Redressal Officer	8 August 2025	8 August 2025	To align the mechanism in line with RBI Directions
V.10	Grievance Redressal Officer	9 February 2026	9 February 2026	Updations to align the GRM with Reserve Bank of India ("RBI") (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025, dated November 28, 2025, as amended from time to time, Fair Practices Code of the Company and Reserve Bank of India (Non-Banking Financial Companies–Credit Facilities) Directions, 2025, dated November 28, 2025, as amended from time to time



# CUSTOMER GRIEVANCE REDRESSAL MECHANISM

## I. OBJECTIVE

1. The customer grievance redressal mechanism is framed to provide best customer services and to comply with the guidelines set out under Reserve Bank of India (“**RBI**”) (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025, dated November 28, 2025 (“**RBC Directions**”), the Reserve Bank of India (Non-Banking Financial Companies– Credit Facilities) Directions, 2025, dated November 28, 2025 (“**Credit Facilities Directions**”), and other applicable laws/ regulations and directions, issued from time to time.
2. To comply with the aforesaid and to provide best customer service, the board of directors (“**Board**”) of IndoStar Capital Finance Limited (“**IndoStar**”), has laid down this grievance redressal mechanism in compliance with the RBC Directions, Credit Facilities Directions, other applicable laws and the Fair Practices Code of IndoStar, which, *inter alia*, sets out broad parameters for dealing with customers (“**GRM**”). This GRM ensures that all disputes arising out of the decisions of lending institution’s functionaries are heard and disposed of at least at the next higher level.
3. The GRM is to be read in conjunction with the Fair Practices Code of IndoStar.
4. The GRM will be published on the website of IndoStar along with contact details of the nodal grievance redressal officers, for reference by customers.

## II. PRINCIPLES

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

1. Customers shall be treated fairly at all times;
2. Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner;
3. 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;
4. Employees and outsourced agencies shall work in good faith and without prejudice, with all customers;
5. Customers with disabilities will not be discriminated against and IndoStar will ensure redressal of grievances of such persons under the GRM.

## III. GRIEVANCE REDRESSAL MECHANISM

### 1. Applicability

Applies to any customer of IndoStar having issues/ grievances/ complaints/ feedback:

- a) with respect to the product and services offered by the Company;
- b) with respect to digital lending relating complaints; or
- c) with respect to discrepancies and grievances of the customer, with respect to processing of information provided by them.



## CUSTOMER GRIEVANCE REDRESSAL MECHANISM

### 2. Matrix

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

- **Email / Letter** - Customers can send in their grievance through email or letter to the relevant Nodal Officers of IndoStar. Contact details of Nodal Officers (zone wise) are available at the website of IndoStar at <https://www.indostarcapital.com/contact-us/>
- **Customer Walk ins** – Customer can visit the nearest branch of IndoStar (“**Branch**”) in their location and lodge their complaints with the concerned person at the Branch. The customer can find the nearest Branch address by visiting the website of IndoStar at <https://www.indostarcapital.com/branch-locator/>. Oral complaints, if any should be followed by submission of a written complaint. The Branch team will also register the complaint on IndoStar’s online complaints’ portal for complaints received at the Branch.
- **Mobile Application** – Customer can also raise his grievance through customer Mobile Application – **IndoMitra**.
- **Social Media** – Facebook is one more mode which is enabled by IndoStar for the customers to raise their grievances. The Customer can use this mode to relay their grievances by visiting the **IndoStar Capital Finance Limited** page on Facebook.
- **Website** – Customer can raise their complaints by visiting IndoStar’s website – [www.indostarcapital.com](http://www.indostarcapital.com)
- **Toll free contact numbers** - Any customer concerns or grievances related to services provided by IndoStar can be raised by contacting at below toll-free numbers:  
*022-50799503 / 080-44070071*
- **Grievance Redress Day** - IndoStar will designate a fixed day of the month as Grievance Redress Day for each Branch (shall be communicated by the Branch to the customers in advance) and on that day the aggrieved customers can walk into the Branches without any prior appointment and share their grievances with the concerned person/ senior officer designated for the said purpose.

**Customers will be required to ensure that they quote their application no. / sanction no. / loan account no. in every correspondence with IndoStar and/ or its officers regarding their complaint.**

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

#### b) Resolution of Complaints and Escalation Matrix

##### **Level 1:**

IndoStar will endeavour to resolve complaints lodged by the customers at the earliest and within the time period mentioned in the email communication acknowledging the receipt of the complaint/ grievance.:



## CUSTOMER GRIEVANCE REDRESSAL MECHANISM

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

If a customer is not satisfied with the resolution provided by IndoStar or IndoStar has not responded to the grievance within the time period mentioned in the email communication acknowledging the receipt of the complaint/ grievance, the customer can escalate the complaint to the **Grievance Redressal Officer & Principal Nodal Officer of IndoStar** at:

**Level 2:**

**Mr. Krishnamoorthy Swaminathan**

**Address:** 3rd Floor, IndoStar Towers, Sakithyan Annexe Building,  
22 & 23 Venkatanarayana Road, T.Nagar,  
Chennai, Tamil Nadu - 600017

**Telephone No.:** 044 40045818

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

**Level 3:**

In case a grievance/complaint is not redressed to the satisfaction of the customer or IndoStar has not responded to the grievance within a period of 30 days, the customer may file complaint with RBI Ombudsman through following modes:

- Complaint lodging portal of RBI – <https://cms.rbi.org.in/>;
- Reach them on the dedicated email id – [crpc@rbi.org.in](mailto:crpc@rbi.org.in);

#### IV. INTERNAL OMBUDSMAN

In terms of Reserve Bank of India (Non-Banking Financial Companies - Internal Ombudsman) Directions, 2026, dated January 14, 2026, as amended from time to time, IndoStar has appointed an Internal Ombudsman to redress the complaints which are partially / wholly rejected by IndoStar. Further IndoStar's internal complaint management system is amended to auto escalate partially / wholly rejected complaints by IndoStar to the Internal Ombudsman. The detailed process of the Internal Ombudsman is mentioned in the Standard Operating Procedure maintained by IndoStar.

#### V. REVIEW

1. The customer service committee of IndoStar ("**Customer Service Committee**") shall undertake annual review with respect to the functioning of the GRM at various levels of management of IndoStar, including the requirements prescribed with respect to the same under the SBR-MD, monitoring of complaints, TAT, nature of complaints etc. to ensure that process deficiencies, if any, are addressed.
2. The Customer Service Committee will also periodically review the statement of complaints received, resolved and pending, along with reasons for the same and prepare a report of the same.
3. The Customer Service Committee will highlight all complaints received / resolved during the month to the management committee of IndoStar ("**Management Committee**") on a monthly basis.
4. A consolidated report of complaints of all categories (i.e. summary report of complaints reviewed by the Customer Service Committee) reviewed by Customer Service Committee will be submitted to the Board at regular intervals (on a quarterly basis) or anytime at the instance of the Board, whichever is earlier. The Customer Service Committee will submit the consolidated report to the Board for review.



## **CUSTOMER GRIEVANCE REDRESSAL MECHANISM**

### **VI. LINKS TO OTHER DOCUMENTS**

- Fair Practices Code
- Salient Features of Integrated Ombudsman Scheme;
- SOP for Internal Ombudsman