



GRIEVANCE REDRESSAL POLICY

Version	1.0
Owned By	Head Operations
Approved By	Board of Directors
Effective date	November 01, 2018

1. Overview:

Capital India Finance Limited, *formerly known as Bhilwara Tex - FIN Limited* (“**Company**”) believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behaviour while dealing with its customers (“**Customers**”).

In compliance with the guidelines issued by the Reserve Bank of India (“**RBI**”), as applicable to non-banking financial companies, for maintenance of an appropriate grievance redressal mechanism within the organisation, to resolve the complaints and grievances of its customers, the Company has formulated the Grievance Redressal Policy (“**Policy**”) setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company (“**Complaints**”).

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

2. Purpose:

The purpose of the Policy is to ensure that:

- a) the Customers are treated fairly and without bias, at all times.
- b) the Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner.
- c) the Customers are informed of the avenues to escalate their Complaints within the Company.
- d) the Customers are informed of their rights so that they can opt for alternative remedies, if they are not fully satisfied with the Company’s response or resolution to their Complaints.

3. Process of Grievance Redressal:

The Customers who have any Complaint, can follow the following process for its redressal:

Level – 1:

The Customers who intend to file a Complaint, may file their Complaint with the Company by using any of the following channels between 10:00 am to 6:30 pm on any working day of the Company and furnishing complete details in relation to such Complaint:

- a) Register the Complaint in a complaint register / complaint box, which is available at all regional / branch offices of the Company;
- b) Email at wecare@capitalindia.com;
- c) Call on +91-22-45036050, the dedicated customer service helpline number of the Company; or
- d) Write to the Company at the below mentioned address:
Capital India Finance Limited
One BKC, A wing, 14th floor
Bandra Kurla Complex
Bandra (East)
Mumbai 400051.
Kind Attention: Customer Service Team

Level - 2:

In case, the Complaint is not resolved within 15 (Fifteen) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at Level - 1, the Customer may escalate the Complaint to the Nodal Officer of the Company in writing. The details of the Nodal Officer of the Company are as follows:

Mary Abraham
Nodal Officer, Capital India Finance Limited
One BKC, A wing, 14th floor
Bandra Kurla Complex
Bandra (East), Mumbai 400051.
Contact No: +91-022-45036050
Email: grievance@capitalindia.com

Level - 3:

In case, the Customer is not satisfied with the response or the resolution provided to it by the Nodal Officer of the Company at Level - 2, or the Complaint is still not resolved within the period of 15 (Fifteen) working days from the date of receipt of the Complaint by the Nodal Officer of the Company, the Customer may appeal to the Officer-in-Charge of the Department of Non-Banking Supervision, RBI at:

The Officer-in-Charge
The Reserve Bank of India
Department of Non-Banking Supervision
6, Sansad Marg, New Delhi 110001.
Tel no. +91-011-23714456 / 23739318 / 23720789
Email id: dnsnewdelhi@rbi.org.in

4. Redressal of the Complaints:

- a) The Customers are advised to file the Complaint by furnishing complete details of the same to the Company.
- b) Upon receipt of the Complaint by the Company, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.
- c) The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 30 (Thirty) working days from the date of receipt of such Complaint.
- d) In case any additional time is required for resolution of the Complaint, the Company shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.
- e) The Chief Executive Officer and the Head of Operations of the Company shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.
- f) A record of all Complaints filed by the Customers and the response or resolution provided by the Company shall be maintained by the Company as per the Company's policy formulated for document preservation and archival.

5. General:

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Company from time to time.

6. Review:

- a) This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The board of directors of the Company shall annually review the functioning of the grievance redressal mechanism.
- b) The details of various contact points for redressal of Complaints shall be published on the website for the information of the Customers.

- c) This Policy shall be 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. Any change/amendment in applicable laws with regard to maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.