



## **GRIEVANCE REDRESSAL AND ESCALATION MECHANISM**

**Purpose:** This policy outlines the hierarchy and procedures for addressing and resolving grievances or complaints raised by customers of Shri Ram Finance Corporation Private Limited (SRFC). It ensures compliance with the guidelines issued by the Reserve Bank of India (RBI) and other regulators.

### **Objectives:**

1. To ensure fair treatment of all customers.
2. To address customer concerns promptly and courteously.
3. To inform customers of their rights to seek alternative remedies if they are not satisfied with the response or resolution provided.

**Regulatory Requirement:** Reserve Bank of India vide its Master Direction – RBI (Non-Banking Financial Company – Scale Based Regulation) Directions 2023, has stipulated that the Company shall put in place an appropriate Grievance Redressal Mechanism approved by the Board of Directors. The Grievance Redressal Mechanism shall ensure that all disputes arising out of the decisions of the Company’s functionaries are heard and disposed of at least at the next higher level. Accordingly, the Grievance Redressal Mechanism of the Company as detailed below, is placed before the Board for its approval.

**Escalation Process:** If a grievance is not acknowledged and resolved at Level 1 within the prescribed time, it can be escalated to higher levels as follows:

### **Level 1: Initial Contact**

- Grievances should be acknowledged and resolved within 7 working days.

### **Level 2: Next Higher Authority**

- If unresolved at Level 1, escalate to the next higher authority.
- Address the grievance within 14 working days from the initial complaint date, ensuring courtesy.

### **Level 3: Superior Level**

- If unresolved at Level 2, escalate to the superior level within the organization.
- Provide resolution within 21 working days from the initial complaint date.



#### **Level 4: Highest Level**

- If unresolved at Level 3, escalate to the highest level within the organization.
- Final resolution should be provided within 30 days from the initial complaint date.

It is imperative for complainant to adhere to this escalation protocol for efficient redressal of the grievance. Failure to comply with this process may result in delays in resolution.

#### **Simplified Escalation Matrix with the respective contact details provided below:**

##### **NOC and Closure Related Grievance**





**Charges, Settlement and CIBIL Related Grievance**



**LEVEL 1:**

Contact No - 6262617305

Email - support.settlement@srfcnbfc.in



**LEVEL 2:**

Contact No - 9109307777

Email - collection@srfcnbfc.in



**LEVEL 3:**

Contact No - 1800-309-6246

Email - grievanceredressal@srfcnbfc.in



**LEVEL 4:**

Email - compliancehead@srfcnbfc.com



**Insurance Related Grievance**



LEVEL 1:  
Contact No - 9131482252  
Email - support.insurance@srfcnbfc.in



LEVEL 2:  
Contact No - 6262049267  
Email - insurance@srfcnbfc.com



LEVEL 3:  
Contact No - 1800-309-6246  
Email - grievanceredressal@srfcnbfc.in



LEVEL 4:  
Email - compliancehead@srfcnbfc.com



### General and Other Grievance



LEVEL 1:  
Contact No - 1800-309-6246  
Email - support@srfcnbfc.com



LEVEL 2:  
Contact No - 6262617305  
Email - escalation@srfcnbfc.in



LEVEL 3:  
Email - grievanceredressal@srfcnbfc.in



LEVEL 4:  
Email - compliancehead@srfcnbfc.com

### Grievance by Post/Letter



**Customer Service Department,**  
**Shri Ram Finance Corporation Private Limited**  
29/B7 Parishram Tower, Shankar Nagar,  
Raipur, Chhattisgarh 492007



**Ombudsman:** The Company shall be responding to the customer within a maximum period of 30 days from the date of receipt of the complaint. If the customer has not received any response within 30 days or if the customer is not satisfied with the response, then he/she may raise a complaint with the Reserve Bank of India either through RBI CMS Portal or RBI Contact Centre as given below:

RBI CMS Portal: <https://cms.rbi.org.in>  
RBI Contact Centre Phone Number: 14448  
RBI Postal Address: Reserve Bank of India  
Centralised Receipt and Processing Centre,  
4th Floor, Sector 17,  
Chandigarh – 160017

The complaints received from RBI and other authorities are sent to the Nodal Officers for resolution and providing response to RBI.

**Review of the Policy:** 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. 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 about 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.

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