

# GALADA FINANCE LIMITED

## GRIEVANCE REDRESSAL MECHANISM

MAY -2023

### Version 1.5

| Version | Prepared by       | Reviewed by   | Approved by | Reviewed Date |
|---------|-------------------|---------------|-------------|---------------|
| 1.0     | K. R. Manimeghala | Naveen Galada | Board       | 09.11.2018    |
| 1.1     | K. R. Manimeghala | Naveen Galada | Board       | 27.05.2019    |
| 1.2     | K. R. Manimeghala | Naveen Galada | Board       | 25.07.2020    |
| 1.3     | K. R. Manimeghala | Naveen Galada | Board       | 29.06.2021    |
| 1.4     | K. R. Manimeghala | Naveen Galada | Board       | 28.05.2022    |
| 1.5     | K. R. Manimeghala | Naveen Galada | Board       | 27.05.2023    |

The Company has laid down the appropriate grievance redressal mechanism within the organization to resolve disputes arising in this regard. The mechanism has ensured 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. The Board of Directors shall also provide for periodical review of the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews shall be submitted to the Board at regular intervals, as may be prescribed by it. To start with Company may provide the same on quarterly basis.

- a. The Company will guide customers who wish to lodge a complaint and also provide guidance on what to do in case the customer is unhappy with the outcome.
- b. After examining the matter, the Company will send a response as soon as possible; the Company will also guide a customer on how to take the complaint further if the customer is not satisfied.
- c. A nodal officer is appointed for the redressal of grievances of the customers including the borrowers, in connection with any matter pertaining to business practices, lending decisions, credit management and recovery. The name and contact details of the nodal officer shall be displayed in the website of the Company and in office.
- d. Internally constituted Customer Grievance Redressal Council comprising senior management officials, to review with the Nodal Officer and oversee the Grievance Redressal Mechanism.
- e. As per RBI Circular No. RBI/2012-13/416 DNBS.CC.PD.No.320/03.10.01/2012-13, dt. February 18, 2013 the Company shall display the following information prominently, for the benefit of the customers, at their branches / places where business is transacted:
  - The name and contact details (Telephone / Mobile nos. as also email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company.
  - 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 DNBS of RBI (complete contact details), under whose jurisdiction the registered office of the Company falls i.e. Chennai Regional Office.
- f. In order to ensure speedy resolution of customer grievances against regulated entities (REs), RBI brought about Reserve Bank – Integrated Ombudsman Scheme (RB-IOS) –2021 as single point resolution mechanism. Since it is steered by RBI, all REs are conscious about compliance standards and have accordingly incorporated the said procedures as part of Grievance Redressal Policy of the Company.

The salient features of the Reserve bank – integrated Ombudsman Scheme, 2021 was made available in the Company Website for the information / guidance of the customers / investors of the Company

There was a perceived need to integrate the three ombudsman schemes into one, simplify the procedure by covering all complaints involving deficiency in service, and centralise the receipt and initial processing of complaints to impart process efficiency.

The Company will abide by all guidelines, directives, instructions and advices of Reserve Bank of India as will be in force from time to time. The contents in this document shall be read in conjunction with these guidelines, directives, instructions and advices. The Company will apply better practice so long as such practice does not conflict with or violate Reserve Bank of India regulations.