

# **Ramesham Securities & Credit (India) Limited**

## **Grievance Redressal Policy**

<b>Prepared By</b>	<b>Designation</b>	<b>Signature</b>
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<b>Approved By</b>	<b>Designation</b>	<b>Signature</b>
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<b>Adopted by Board</b>	
Director	

**Version Control Sheet – Summary of Key Changes**

<b>Sr. No</b>	<b>Date</b>	<b>Main Heading</b>	<b>Description of Changes</b>	<b>Page Nos.</b>
1.	25 <sup>th</sup> Apr 24	Document Created	-	-
2.	10 <sup>th</sup> March 26	Policy Updated	Updated with Digital Lending Platform & Outsourced Agencies	7

## 1. Introduction

Ramesham Securities & Credit (India) Limited (henceforth referred to as "Company" or "Ramesham") is a Non-Banking Financial Company – Investment and Credit Company (NBFC-ICC) registered with the Reserve Bank of India (RBI) and categorized under the **Base Layer**.

The 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.

In compliance with the guidelines issued by the Reserve Bank of India ("RBI"), as applicable to NBFC-ICC, for maintenance of an appropriate grievance redressal mechanism within the organisation to resolve the complaints and grievances of its customers, the Company has formulated this 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"), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

This Grievance Redressal Policy describes the various channels available to the Company's customers for lodging their complaints, obtaining the right redressal solutions from the concerned department and the Company's mechanism for responding to customers within the stipulated time period.

## 2. Objective

The Company's Grievance Redressal policy has been formulated to achieve the following objectives:

- To provide a simplified and transparent mechanism for customers to voice grievances
- The Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner and the Customers are treated fairly and without bias, at all times.
- The Customers are informed of the avenues to escalate their Complaints within the Company.
- 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.
- To ensure all complaints are resolved within the maximum statutory period of **30 days**.

## 3. Definitions

1. A "Grievance" or "Complaint" is an expression of dissatisfaction made to the Company by a customer relating to any alleged deficiency in any of the following areas:
  - a. Services, products, policies, and procedures of the Company;
  - b. Employee behaviour towards the customers of the Company;
  - c. Behaviour of any outsourced agency employee towards the customers of the company;
  - d. Services provided by any outsourced agency of the Company;
  - e. Confidentiality and protection of the personal and financial information of the Company's customers; and
  - f. Recovery related procedures of the Company or any of its outsourced agencies.
2. A "Customer" is a person or entity that has availed a loan from the Company.

## 4. Registration of Grievance/Complaint

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The various means of registration of complaint by a customer:

1. By sending a letter at the Company's office address at  
  
RAMESHAM SECURITIES & CREDIT (INDIA) LIMITED  
Cabin No. 1,1015, 10th Floor, Arunachal Building, Barakhamba Road, Connaught Place,  
New Delhi -110001
2. By registering the Complaint in a complaint register/ complaint box, which is available at the office of the Company at Cabin No. 1,1015, 10th Floor, Arunachal Building, Barakhamba Road, Connaught Place, New Delhi -110001 between 10:00 a.m. and 7:00 p.m., from Monday to Friday (except on public holidays);
3. By writing an email to the company's dedicated email ID - Email: [customercare@rameshamsecurities.com](mailto:customercare@rameshamsecurities.com)
4. By calling **7899742940** between 10:00 a.m. and 7:00 p.m., from Monday to Friday (except on public holidays)
5. By visiting our website and submitting their complaint/grievance through the Grievance/Complaint form

Each customer will be required to provide the following information while raising a complaint through any of the above-mentioned channels:

- Customer's full name as mentioned in the Loan Application Form
- Loan Account Number
- Customer's complete correspondence address
- Registered mobile number
- Email ID
- Details of the Complaint/Grievance
- Copy of any relevant documents with regard to the complaint/grievance

### **5. Grievance Redressal Mechanism (The Escalation Matrix)**

Once a complaint has been lodged through any of the channels mentioned above then such complaint will be handled by the below-mentioned procedures:

#### **Level 1: Customer Service**

The customer service team will share an acknowledgement within 3 working days regarding the complaint received.

The customer service team will contact the customer to find out the exact nature of his/her complaint and provide a unique complaint number for future reference purposes. After ascertaining the nature of the complaint the team will forward such complaint to the respective department and ask for resolution.

A resolution will be provided within 10 working days or a request for additional time period required due to the complexity and nature of the complaint will be made with the customer.

#### **Level 2: Grievance Redressal Officer (GRO)**

If the customer is not satisfied with the response at Level 1, or does not receive a response within 10 working days, they may escalate to the GRO:

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- **Name of GRO:** Manjunath V
- **Email:** [manjunath.v@rameshamsecurities.com](mailto:manjunath.v@rameshamsecurities.com)
- **Address:** Cabin No. 1,1015, 10th Floor, Arunachal Building, Barakhamba Road, Connaught Place, New Delhi -110001

Upon examination of the complaint, the Grievance Redressal Officer will send the customer the response or explain why it needs more time to respond and shall endeavour to do so within 7 working days.

### Level 3: Principal Nodal Officer (PNO)

If the grievance remains unresolved or the customer is dissatisfied with the GRO's decision, the customer can escalate to Principal Nodal Officer of the company:

- **Name of PNO:** Harshitha Akkineni
- **Email:** [akkineni.harshitha@rameshamsecurities.com](mailto:akkineni.harshitha@rameshamsecurities.com)
- **Address:** Cabin No. 1,1015, 10th Floor, Arunachal Building, Barakhamba Road, Connaught Place, New Delhi -110001

Upon examination of the complaint, the Principal Nodal Officer will send the customer the final response or explain why it needs more time to respond and shall endeavour to do so within 10 working days.

### Level 4: Reserve Bank of India (RBI)

If the customer remains dissatisfied with the response from the company or the complaint is still unresolved at the end of one month, then the Complainant may directly approach the regulatory authority of Non-Banking Financial Companies, the Reserve Bank of India for redressal of their complaints at by following methods:

1. Online - on CMS portal of RBI at <https://cms.rbi.org.in> or Complaints with full details can be sent by email ([crpc@rbi.org.in](mailto:crpc@rbi.org.in)).

2. Physical complaint to below address:

Consumer Education and Protection Cell (CEPC)  
Regional Office of RBI  
6, Sansad Marg, New Delhi – 110001

## 6. Internal Handling & Rejection Protocol

In line with best practices:

1. **Unique Tracking:** Every complaint must be assigned a unique Complaint Reference Number
2. **Wholly Rejected Complaints:** Any grievance that the Company intends to reject entirely must be reviewed by the **Principal Nodal Officer** before a final rejection letter is sent to the customer.
3. **Communication:** The final response must clearly state the reasons for the decision and inform the customer of their right to approach the Ombudsman.
4. **Exclusions:** The following complaints shall not be taken up for consideration and disposal –
  1. Anonymous complaints without proper supporting details;
  2. Matters involving decisions in which the complainant has not been affected either directly or indirectly;
  3. Matters that are sub-judice or where any judicial authority had passed an order;

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4. Cases which have been reported as fraud and/or is under investigation by government authority like Police, Tax, etc. or where the authority has already taken a view on the subject matter, after investigation;
5. A fresh complaint which is already under consideration of the Ombudsman/Appellate Authority appointed under The Reserve Bank – Integrated Ombudsman Scheme, 2021.
6. A complaint which has already been disposed by the Company.

### 7. Digital Lending Channels (LSP & DLA)

The Company will designate nodal grievance officers to deal with complaints raised by customers related to Digital Lending channels.

- Contact details of the nodal grievance redressal officers shall be prominently displayed on the websites of the Company, its LSP and on the DLA, as well as in the KFS provided to the customer
- The facility of lodging complaint shall also be made available on the DLA and on the website of the LSP & the Company
- It will be clearly conveyed to the customer that the customer can lodge a complaint with Reserve Bank of India, if his/her complaint
  - is rejected wholly or partly by the Company,
  - or the borrower is not satisfied with the reply;
  - or the borrower has not received any reply within 30 days of receipt of complaint by the Company

If the customer remains dissatisfied with the response from the company or the complaint is still unresolved at the end of one month, then the Complainant may directly approach the regulatory authority of Non-Banking Financial Companies, the Reserve Bank of India for redressal of their complaints at by following methods:

1. Online - on CMS portal of RBI at <https://cms.rbi.org.in> or Complaints with full details can be sent by email ([crpc@rbi.org.in](mailto:crpc@rbi.org.in)).

2. Physical complaint to below address:

Centralised Receipt and Processing Centre,  
4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh – 160017

### 8. Reporting to the Board

The GRO shall place a half yearly report before the Board of Directors. This report will include:

- Number of complaints pending, received, and disposed of.
- **Root Cause Analysis (RCA)** of repeated complaints to initiate systemic improvements.
- Summary of any cases referred to the RBI Ombudsman.

### 9. Policy Review

This policy shall be reviewed annually or as per changes in RBI regulations. It shall be prominently displayed in all branch offices and on the Company's website.