

**CD EQUIFINANCE PRIVATE LIMITED
GRIEVANCE REDRESSAL POLICY**

Details	Date
Reviewed, Adopted and Implemented on	February 7, 2025
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I. INTRODUCTION

A Grievance Redressal Policy for a CD Equifinance Private Limited (NBFC) is designed to provide a structured framework for addressing and resolving customer complaints or grievances promptly and effectively. It ensures that customers have a transparent and efficient process through which their issues are addressed, fostering trust and maintaining a positive relationship with the organization.

II. PURPOSE

The purpose of this Grievance Redressal Policy is to:

- a. Establish a clear and systematic process for customers to voice their grievances.
- b. Provide a timely and effective mechanism for resolving complaints.
- c. Ensure that grievances are handled fairly, impartially, and professionally.
- d. Comply with regulatory requirements and enhance customer satisfaction and trust.

III. GRIEVANCE REDRESSAL MECHANISM

The NBFC shall implement a multi-level approach to address customer grievances efficiently:

Level 1: Grievance Redressal Officer (GRO)

- a. If the customer is dissatisfied with the any service or response, it should be escalated to the Grievance Redressal Officer (GRO).
- b. The officer investigates the complaint, checks for any lapses, and offers a resolution.
- c. The GRO's contact details should be made readily available on the Company's website.
- d. The GRO must respond within 14 working days.

Level 2: Chief Compliance Officer (CCO)

- a. If the grievance is still unresolved or the response is unsatisfactory, it should be escalated to the Chief Compliance Officer within the NBFC.
- b. The grievance will be reviewed by the committee for a final decision.
- c. Final response must be provided within 21 working days from the escalation.

Level 3: External Ombudsman (if applicable)

- a. In cases where the customer remains dissatisfied even after internal redressal, the customer can escalate the issue to an Ombudsman or external regulatory body (such as the RBI Ombudsman for NBFCs).
- b. Procedure: The customer can lodge a formal complaint with the Ombudsman's office, which will review and resolve the matter.

IV. GRIEVANCE REDRESSAL PROCESS

The grievance redressal process should be as follows:

- a. The customer can lodge a grievance via multiple channels such as an email, or a physical complaint form.
- b. A formal acknowledgment should be sent to the customer confirming receipt of the complaint, along with an expected resolution timeline.
- c. The complaint is investigated by the Grievance Redressal Officer and the appropriate actions are taken to resolve the issue.
- d. Once a resolution is found, it should be communicated to the customer, detailing the actions taken and the solution provided.
- e. After the resolution, the customer should be asked to provide feedback on the grievance handling process to help improve the overall system.

Customers can register grievances through the following channels:

- Online: Via email us at grievance@cdef.in
- In-person: Our office address is as below

Grievance Redressal Officer: Mr. Sanjib Mondal
M/s CD Equifinance Private Limited
S.B Tower 3rd Floor, 37 Shakespeare Sarani, Kolkata-700017
Contact Number: 033-4488 0000

V. TIMELINE FOR GRIEVANCE RESOLUTION

- a. **First Response (Acknowledgment):** Within 24 hours of receipt of grievance.
- b. **First Resolution:** Within 14 working days.
- c. **Second Level Resolution (Escalation):** If unresolved, the grievance should be resolved within an additional 7 working days.
- d. **Final Resolution:** A maximum of 21 working days after escalation.

VI. RECORD KEEPING AND MONITORING

- a. The company shall maintain a grievance register to record each grievance, its status, and the action taken. This register will be monitored periodically.
- b. Senior management or the grievance handling team should review grievances on a regular basis to identify trends and improve processes.
- c. A report on grievances (number, type, resolution status) (if any) shall be presented to the Board of Directors at regular intervals.

VII. COMPLIANCE WITH REGULATORY GUIDELINES

The Grievance Redressal Policy should comply with applicable guidelines issued by the Reserve Bank of India (RBI) and any other relevant regulatory authorities, such as:

- a. RBI Guidelines for NBFCs: These guidelines mandate the establishment of an effective grievance redressal mechanism for financial institutions.

- b. Fair Practices Code: The policy should align with the Fair Practices Code prescribed by the RBI, which requires transparency, fairness, and ethical conduct in addressing customer complaints.

VIII. CONFIDENTIALITY AND DATA PROTECTION

The Company should ensure that the grievance redressal process complies with data protection laws and maintains the confidentiality of customer information. Only authorized personnel should access grievance records.

IX. REVIEW AND AMENDMENT OF POLICY

- a. This Grievance Redressal Policy should be reviewed annually by the Board of Directors to ensure its effectiveness and relevance.
- b. Any necessary amendments should be made to adapt to changes in regulations or to improve the process.