



IKF Finance Limited

Customer Grievance Redressal Policy

Version 3.0

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Prepared By	IKF Finance Limited
Reviewed By	IKF Finance Limited
Approved By	BOD-IKF Finance Limited

Introduction

IKF Finance Limited is among India's prominent Non-Banking Finance Company (NBFC) with over three decades of experience in the asset financing business. At times, it may happen that the customers of the company may have complaints regarding the services or other related issues. The Policy intends to create that the mechanism for grievance redressal for its customers as well as investors, third party partners, media and NGO for timely resolution of complaints.

Scope of this Policy

The objective of this Policy is to provide an efficient and effective grievance Redressal mechanism to the customers, as well as investors, third party partners, media and NGO (external stakeholders) of IKF Finance.

The Grievance Redressal Mechanism put in place aims to provide a simple, speedy and cost-effective mechanism to the aggrieved parties.

The escalation provided is to sensitize that the concerned higher up/s in IKF Finance is/are made aware of the grievance of the aggrieved party and take a considered view in the matter. However, this is in no way a substitute to the existing judicial or quasi-judicial forum/s available to the aggrieved person to get his grievance adjudicated or redressed.

Coverage of the Policy

The Policy covers the grievance of the customer, investor, third party partner, media, NGO (external stakeholders) of IKF Finance who may approach the offices of the company for the resolution of their complaints.

Dissemination of Information

1. Registered Office Contact Number together with mail ID is to be mentioned in Loan Sanction / Disbursal Communication wherein a specific request to be made to the borrowers to write to / contact the Registered Office in case of any dispute / grievance.
2. Submission of complaint: Aggrieved person may submit his/her complaint in writing or through contact number/mail ID to the nearest branch or Registered Office of the company. The aggrieved person can also anonymously submit his/her complaint in case he/she does not want to disclose his/her identity. He may also visit personally to any branch or Registered office for submission of the complaint. The aggrieved person has the right to be accompanied or represented by his/her family or friend. The concerned branch/ Registered Office will give an acknowledgement for the complaints received from the aggrieved person.
3. Online/Telephonic lodging of complaints: The aggrieved persons may also lodge their complaints on the website portal of the company www.ikffinance.com or the contact details mentioned in Loan Sanction / Disbursal Communication.
4. Redressal of the complaints: The complaint will be examined for the prima facie fitness and thereafter will be forwarded to the concerned department for further action.

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5. **Time Frame:** It will be the endeavor of IKF Finance for timely resolution of the complaints. The company has provided an escalation matrix for timely resolution of the complaints of the customers.

After examining the matter, an IKF shall send the aggrieved customer its final response or explain why it needs more time to respond and shall endeavor to do so within six weeks of receipt of a complaint and he/ she should be informed how to take his/ her complaint further if he/ she is still not satisfied.

Redressal Mechanism

1. The following is the Dispute / Grievance Redressal hierarchy and all the complaints / disputes / grievance should be addressed and resolved by the concerned within a reasonable time frame and to report the Designated Official at Registered Office about the nature of dispute / grievance and its resolution status at regular intervals.

If the dispute / Grievance has arisen out of the decisions of	Redressal Authority	Resolution Time
Any Executive	Branch Manager / In-charge	0-2 days
Any Executive / Branch Manager / In-charge	Area Manager	0-7 days
Any Executive / Branch Manager / In-charge / Area Manager	State Head / Vice President	0-10 days
Any Executive / Branch Manager / In-charge / Area Manager / State Head / Vice President	Managing Director / Executive Director / Designated Director	0-15 days

2. Step I: The aggrieved person should visit to the nearest IKF Finance Branch or Registered Office and submit complaints/grievance and get his/her complaint logged in the "Complaint & Grievance Register" maintained at the branches or Registered Office (During the working hours from 9:30 A.M to 6:00 P.M). IKF Finance will respond to aggrieved person's complaint in 7-15 working days. Alternatively, aggrieved person can lodge his/her complaints/grievance online on the website portal of the company at www.ikffinance.com/ submit complaint via mail at nodalofficer@ikffinapp.com or telephonically to the customer care at 1800 309 3090 (operational from 9:30 AM to 6:00 PM from Monday to Saturday) (Except First Saturday of the Month). The Company will provide the aggrieved person with a complaint reference number within 72 hours. The Complaint will be addressed to respective Redressal authority as per the Dispute / Grievance Redressal hierarchy.

2. Step II: If the aggrieved person are still not satisfied with the resolution received, or he/she doesn't receive any response within 15 working days, he/she can write, mail, fax or call to the Nodal Officer of the company: -

Name of the Nodal Officer: K S S Prasanna Krishna

Address: Corporate Office

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Plot no's – 30/A, Survey no - 83/1
11th Floor, My Home Twitza,
APIIC Hyderabad Knowledge City,
Raidurg (Panmaqtha) Village, Serilingampally Mandal,
Ranga Reddy District, Hyderabad - 500 081

E-Mail ID: nodalofficer@ikffinapp.com

Office: +914069268899

After examining the matter, the company shall send the aggrieved person the final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days.

3. If the compliant still remains unresolved, the aggrieved person may directly approach the Officer-In-Charge, DNBS, Reserve Bank of India, Hyderabad for redressal of complaints at below address:

Officer Incharge

E-Mail ID: dnbshyderabad@rbi.org.in

Contact No: 040-23241270

4. In case the aggrieved person is still not satisfied with the response, he/she submit a written appeal detailing the grievance, the previous resolution, and the reasons for disagreement with the resolution within 10 working days from the date of receiving the initial resolution. Appeals will be reviewed by the designated redressal authority independent of the initial grievance resolution process. The designated redressal authority will provide a written response/mail to the aggrieved party, clearly stating the decision regarding the appeal and the rationale behind it and resolve the appeal within 15 days from the date of receiving the appeal.
5. It is ensured by the company that the aggrieved persons who raise complaints or concerns will not face any adverse consequences or retaliation as a result of their feedback.

Closure of Complaints

The complaint shall be considered as disposed-off and closed when:

1. IKF Finance have acceded to the request of the complainant fully;
2. Complainant has indicated acceptance of the response of the IKF Finance in writing;
3. Complainant has withdrawn the complaint, in writing;
4. Complainant has not responded to IKF Finance within four weeks from the date of reply by IKF Finance.

Monitoring and Review

1. Grievance tracker with the records of grievances received, nature of compliant and the final outcome will be maintained on a regular basis.

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2. The Designated Official should report all such complaints / disputes / Grievances to the Board of Directors periodically for its review to ensure timely response/closure of customer complaints (as per the format given in Annexure).
3. A Notice is to be displayed at all the branches containing the contact details of the Grievance Redressal Officer of the Company together with the contact details of the Officer-In-Charge, DNBS, Reserve Bank of India, Hyderabad.
4. IKF Finance will review the policy on a yearly basis and will amend the policy on an as needed basis

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Annexure: Customer Grievances Received

Month/ Quarter	Number of Grievances	Nature of Grievances	Number of Grievances Resolved	Number of Grievances Pending	Average Resolution Period
		<i>Brief description of grievance including nature of the complaint as mentioned below</i>			

List of Grievances based on the nature of the complaint:

1. Billing issues
2. Product/service quality
3. Delivery delays
4. Ill-behavior
5. Commission
6. Other Issues
