

**MPEE FINANCE PRIVATE LIMITED**  
**Customer Grievance Redressal Policy**

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## **1. Introduction**

- 1.1. Mpee Finance Private Limited (“**Mpee**” or “**Company**”), is a private limited company incorporated under the provisions of the Companies Act, 2013. The Company strives to ensure that its customers receive prompt, excellent and efficient customer services. Mpee strongly believes that a satisfied customer is the most important factor for the sustained growth of an organization and accordingly it adopts a holistic approach targeting consistent improvement in customer experience and quality of operations.
- 1.2. Reserve Bank of India (RBI) vide Master Direction – Non Banking Financial Company (NBFC) – Non-Systemically Important Non-Deposit taking Company (Reserve Bank) Directions, 2016 has prescribed that NBFCs must lay down appropriate grievance redressal mechanism within the organization which is well-documented and duly approved by their Board of directors (the “Board”). Keeping in view of RBI guidelines, Mpee has framed the Customer Grievance Redressal Policy (the “Policy”).

Customer complaints constitute an important voice of the customers, and hence the Company has framed the Customer Grievance Redressal Policy (the “**Policy**”) which details the structured grievance redressal framework of the Company for addressing the customers’ complaints and the review mechanism adopted by it, to minimize the recurrence of similar issues in future.

In view of the above, the Policy shall comply with the Fair Practice Code (including the NBFC Master Directions issued by the RBI) and the Fair Practice Code adopted by the Company which, *inter alia*, sets out the broad parameters for dealing with customers.

## **2. Key Principles of the Policy**

The policy aims at minimising instances of customer complaints and grievances through proper service delivery and review mechanism. Further, it aims at prompt redressal of customer complaints and grievances based on the following principles :

- All customers are treated in a fair, ethical, professional, dignified and unbiased manner at all times;
- Customers are fully informed of avenues to register or escalate their complaints/ grievances within the Company (which shall include online and offline modes of communicating their queries/ complaints) and their rights to alternative remedy if they are not fully satisfied with the response of the Company to their complaints;
- Complaints raised by customers are dealt with courtesy and without undue delays. The Company shall endeavour to resolve complaints raised by the customers on time and the estimated time for resolution should be communicated to customers;
- The Company’s employees and outsourced agencies shall act in good faith and without prejudice to the interests of the customer and within the laid down policies and guidelines of the Company;

- The Grievance Redressal Mechanism as provided in this Policy will also deal with the issues relating to services provided by the outsourced agencies, if any.

The framework laid down shall ensure that all disputes arising out of the decisions of Company's functionaries are heard and disposed of at least at the next higher level;

A summary of the customer grievance reports along with the actions initiated would be reported to the Board, or any Committee formulated for this purpose thereof. The report shall contain information such as the total number of complaints received, disposed of and pending, with reasons thereof, which will be placed before the Board/ Committee for their information/ guidance.

### **3. Mechanism for complaints/ grievances resolution**

To effectively understand and address customer grievances, the Company shall provide multiple channels of communication. These channels are:

#### **3.1. Complaint in Person**

- i) A customer can lodge a complaint in person at the corporate office of the company with the customer service team.
- ii) Complaint forms will be provided at all branches and will also be available on the Company's website.
- iii) The complaint shall be lodged during the working hours i.e. from 11 A.M. to 5 P.M. from Monday to Friday (except Public holidays), by submitting complaint form and obtaining an acknowledgement for the same from our customer service team.
- iv) A customer can also lodge a complaint in the complaint register maintained at the corporate offices of the Company or at any company outlets during the working hours mentioned above. Customers may intimate the Company of their queries/ complaints in the complaint register, along with their registered e-mail address/ mobile number.
- v) Mpee shall endeavour to send an acknowledgment to the customer of the complaint within a period of three working days from the date on which the complaint was registered.

#### **3.2. Complaints through the Customer Care Number**

- i) The Company will have a dedicated **phone number** where the customers can lodge their complaints with the customer service teams. Customers will be identified by their registered e-mail address or mobile number.
- ii) Whenever a complaint is lodged via the **Customer Care Number**, the customer shall receive a confirmation on the registered e-mail or mobile number confirming acknowledgement of his/ her complaint.

### **3.3. Complaint through email/ post**

- i) The Company shall setup a dedicated e-mail address, and the same would be displayed on the Company's website, if any, for receiving customer complaints/ queries. Complaints received by e-mail shall be acknowledged by a confirmation to the customer's registered e-mail/ mobile number.
- ii) Customers can submit their complaints by post at the following address:

**Mpee Finance Private Limited,**  
Near Old Pali Bus Stand, Pali Road,  
Sumerpur, Pali - 306902, Rajasthan, India.

On receipt of the complaint, the company shall issue an acknowledgement with reference number on the registered e-mail and the mobile number of the customer.

### **3.4. Complaint through website**

- i) Customers will be able to register their complaints/ queries through the Company's website, if any by providing the full details of the complaints.
  - ii) On registering the complaint, the customer shall receive an immediate acknowledgement on the screen, followed by an acknowledgement with reference number by way of text or an e-mail on the registered mobile number/ e-mail address.
- 3.5. Anonymous complaints will not be addressed in terms of this Policy.

### **4. Display on the website/ offices**

- 4.1. This Policy along with the information about modes of and procedure of registering complaints shall be displayed at the Company's registered office, corporate office, website, and the branches of the Company. Names and contact details of **Grievance Redressal Officer** and **Chief Grievance Redressal Officer** as detailed subsequently shall also be displayed.
- 4.2. Such display shall also include the time frame along with the escalation matrix prescribed in Clause 5.
- 4.3. All the employees of the Company will be made aware of the policy

### **5. Resolution of Complaints/ Grievances**

- 5.1. The complaints received across the multiple channels stated above, shall be collated and registered in the Customer Grievance Register (CGR) maintained electronically which would enable the customer support team to track the status of the complaints. The CGR

shall include full details of the complainant (name, address, contact details), date of receipt, fact of the complaint, category of complaint, etc. The appointed customer support team shall be responsible to resolve, monitor and update the status of the complaint and also provide an update to the customers in case of follow up calls.

- 5.2. The appointed customer support team shall send action taken report on complaints received to the head office of the Company at the end of every month.
- 5.3. In case the customer is not satisfied with the response/ resolution received from the customer service team of the company, he/ she may escalate the matter to the “ **Service Representative** ” of the Company. Depending on the query/ dispute/ grievance, a written reply/ resolution will be sent to the customer within the timelines prescribed in Clause 5.7. below, at the customer’s registered e-mail address and/ or mobile number.
- 5.4. In the event the customer is not satisfied with the response from Service Representative or does not receive any response from the Service Representative within 8 (eight) working days, the customer may escalate the matter to the “**Grievance Redressal Officer**”. Depending on the query/ dispute/ grievance, a written reply/ resolution will be sent to customer within the timelines prescribed in Clause 5.7 below, at the customer’s registered e-mail address and/ or mobile number.
- 5.5. In case the customer is not satisfied with the response from the Grievance Redressal Officer or does not receive any response from the Grievance Redressal Officer within 12 (twelve) working days, then the customer may escalate the matter to the “**Chief Grievance Redressal Officer**”. Depending on the query/ dispute/ grievance, a written reply/ resolution will be sent to the customer within the timelines prescribed in in Clause 5.7 below at the customer’s registered e-mail address and/ or mobile number.
- 5.6. A grievance redressal mechanism is demonstrated in flow chart in the Annexure 1 hereto.
- 5.7. Time frame with the escalation matrix for various natures of complaints is given below.

| <b>Level of Escalation</b> | <b>Official to be approached</b>  | <b>Turnaround time for resolution from the date of receipt of the first complaint from the customer</b> |
|----------------------------|-----------------------------------|---|
| First                      | Service Representative Officer    | 8 (eight) working days  |
| Second                     | Grievance Redressal Officer       | 12 (twelve) working days  |
| Third                      | Chief Grievance Redressal Officer | 30(thirty) days   |

- 5.8. Notwithstanding the above, all complaints shall be resolved within 30 (thirty) days from the date of receipt of the complaint/ query from the customer in the first instance. If a case requires additional time, the Company or the concerned grievance redressal representative will inform the customer the reasons of delay in resolution within the timelines specified above and provide regular updates on the progress of the resolution and the expected time lines for the resolution of the complaint.

- 5.9. If the customer's complaint/ dispute is not redressed within a period of 30 (thirty) days from date of receipt of complaint by the aforementioned officers, the customer may file an appeal with the Officer-in-Charge of the Regional Office of Department of Non-Banking and Supervision of RBI, whose contact details are provided hereunder:

Reserve Bank of India  
Rambagh Circle, Tonk Road  
Jaipur-302 004, India

Contact Number: +91 141 2563794 E-  
mail address: helpjaipur@rbi.org.in

- 5.10. The customers can also file their complaints on the Complaint Management System (“CMS”) launched by the RBI. CMS is an online portal which is a single window for customer complaints relating to banks and NBFCs. The web address of the online portal is: <https://cms.rbi.org.in>.

**6. Training staff for better handling of complaints**

The Company understands the importance of providing adequate training for their staff to handle complaints/ grievances with courtesy, empathy and promptness. In order to achieve the same, the Company shall conduct training programmes regularly for staff on customer service and efficient handling of grievances.

**7. Review of Policy**

A consolidated report of periodical review of functioning of the Policy at various levels of management shall be submitted to the Board at periodic intervals. The review shall consider the following:

- i) Changes in organizational structure or products or services offered and Changes in legislation or technological innovation;
- ii) The overall performance of the Policy;
- iii) Summary of the customer grievance reports along with information such as the total number of complaints received, disposed-off and pending, with reasons thereof; and
- iv) The results of audit, if any conducted during the year by internal/ external auditors in relation to the customer grievances.

**8. Ombudsman Scheme**

The Company shall adopt the “Ombudsman Scheme for Non-Banking Financial Companies, 2018” issued by the RBI, where applicable. Once adopted, the Ombudsman Scheme shall be separately set out in the Company’s “Grievance Redressal Policy”.

**9. Miscellaneous**

- ❖ This Grievance Redressal Policy has been approved by the Board at its meeting held on April 10, 2024.
- ❖ This Policy will be displayed on the Company’s website for information of various stakeholders.



**Annexure 1: Procedure of Resolution of Policy of the Company**

