

AMBIT FINVEST PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

Version	Document Owner*	Approval	Version Description	Regulatory Reference
I	-	Board Meeting -11.09.2019	Formation of Policy	RBI/DNBR/2016- 17/45 Master Direction DNBR. PD. 008/03.10.119/2016- 17
II	Jatin Mandalia (SF Operations) & Vaseem Khan (SME Operations)	Board Meeting -24.06.2020	Annual Review	Nil

*w.e.f. June, 2020

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Background:

Ambit Finvest Private Limited (hereafter referred to as ‘the **AFPL**’/ ‘**the Company**’) is a private limited company incorporated under the provisions of the Companies Act, 1956 and is a Reserve Bank of India (RBI) registered Systemically Important Non-Deposit Accepting or Holding Non-Banking Financial Company (“NBFC-NDSI”). The Company has become a “Systemically Important” Non- Deposit Accepting or Holding Non-Banking Financial Company effective from September 01, 2018.

The Company as a service organization focus on good customer service and enhancing level of satisfaction as a prime concern. The grievance mechanism is aims to provide quality service in the shortest possible time ensuing prompt redressal of customer complaints and grievances. It also deals with the issues relating to the services provided by the outsourcing agency.

Being customer complaints constitute an important voice/ feedback of the customer, hence this Grievance Redressal Policy (Policy) aims at laying down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

1. Objective

This Policy is formulated to provide the efficient customer service support through a laid down procedure. In order to make Grievance Redressal more meaningful and effective, a structured system has been built up towards such an end. This system would ensures that the redressal sought is just and fair, and within the given framework of rules and regulations.

2. Grievance Redressal Mechanism

A customer may lodge a complaint on phone (to be supported in writing in any form), in writing or through electronic means, if he/she is not satisfied with the services provided. In case of any grievance, customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

A. Registration of Complaints

- i. Lodge of complaint - Customers can visit the Branch / Head Office for registration of their complaints/grievances. Oral complaints, if any should be followed by submission of a written complaint. The customer is advised to take an acknowledgment of the receipt with date from the respective personnel he/she is handing over the complaint letter.

Email / Letter - Customers can also send their directly grievance through their registered email address to the Company at grievance.sf@ambit.co (For Structured Finance Division) and grievance.sme@ambit.co (For SME Finance Division) or write to Grievance Redressal Officer (GRO) at the below mentioned address:

Grievance Redressal Officer for Structure Finance business	Grievance Redressal Officer for SME Finance business
Name: Mr. Jatin Mandalia	Name: Mr. Vaseem Khan
E-mail: jatin.mandalia@ambit.co	E-mail: vaseem.khan@ambit.co
Telephone: +91 22 3982 1980	Telephone: +91 22 6841 0000
Fax: +91 22 3043 3020	Fax: +91 22 6841 0000
Address: Ambit Finvest Private Limited, Ambit House, 449, Senapati Bapat Marg, Lower Parel, Mumbai - 400 013.	Address: A 506-A510, Kanakia Wall Street, Andheri-Kurla Road, Chakala, Andheri East, Mumbai- 400093

Customers shall ensure that they quote their application no. / sanction no. / loan account no. in their correspondence with the Company regarding their complaint.

Anonymous complaints will not be considered in terms of this Customer Grievance Redressal Mechanism.

B. Time Frame

All grievances shall be heard and disposed off by a person at least one level higher to the person / designation against / relating to whom the grievance is made. After examining the matter, it will be the Company's endeavor to provide the borrower/applicant with our final or other response, within a period of **one month** from receipt of such complaint / grievance.

C. Escalation Matrix

The acknowledgment of receipt of complaint/grievance would be provided to the customer by the same day or next working day for the complaint / grievance received on the mail id of "grievance.sf@ambit.co" for Structured Finance Division and "grievance.sme@ambit.co" in case of SME Finance Division. The acknowledgement would contain the expected time frame of the resolution which shall not be exceeding one month.

Level - I

If a customer is not satisfied with the response provided by the Branch officer or the complaint is not addressed within 15 days from its receipt, the customer can escalate the issue to:

Grievance Redressal Officer for Structure Finance	Grievance Redressal Officer for SME Finance
Name: Mr. Jatin Mandalia	Name: Mr. Vaseem Khan
E-mail: jatin.mandalia@ambit.co	E-mail: vaseem.khan@ambit.co
Telephone: +91 22 3982 1980	Telephone: +91 22 6841 0000
Fax: +91 22 3043 3020	Fax: +91 22 6841 0000
Address: Ambit Finvest Private Limited, Ambit House, 449, Senapati Bapat Marg, Lower Parel, Mumbai - 400 013.	Address: A 506-A510, Kanakia Wall Street, Andheri-Kurla Road, Chakala, Andheri East, Mumbai- 400093.

Level – II

If a customer is not satisfied with the response provided or if the complaint is not addressed within 25 days of escalation to the respective Grievance Redressal Officers the customer can escalate the issue directly to the Chief Operating Officer (COO) of the Company at below contact details:

Mr. Sanjay Dhoka - Managing Director & COO

Email: sanjay.dhoka@ambit.co

Telephone: +91 22 3982 1850

Fax: +91 22 3043 3020

Address: Ambit Finvest Private Limited,
Ambit House, 449,
Senapati Bapat Marg,
Lower Parel,
Mumbai - 400 013.

Level – III

In case customer still have any grievance with the service or redressal provided by the Company is not redressed within a period of one month, he/she can also approach or appeal to Officer-in-Charge of the Mumbai Regional Office of the Department of Non Banking Supervision of Reserve Bank of India at below details:.

The Officer-In-Charge,
Department of Non-Banking Supervision,
Reserve Bank of India,
Mumbai Regional Office, 3rd Floor,
Rear Wing, Byculla, Mumbai-400008

Level – IV: Nodal Officer for the purpose of Grievances as per Ombudsman Scheme:

If the complaints as per RBI ombudsman Scheme is not redressed satisfactorily within 30 working days, aggrieved customers may write directly to the office of the Ombudsman of their respective region. Region wise contact details of Ombudsman are as under

Address and Area of Operation of NBFC Ombudsman

Sr No	Centre	Address of the Office of NBFC Ombudsman	Area of Operation
1.	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Telephone No : 25395964 Fax No : 25395488 Email : nbfcchennai@rbi.org.in	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
2.	Mumbai	C/o Reserve Bank of India RBI Byculla Office Building Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008 STD Code: 022 Telephone No : 23028140 Fax No : 23022024 Email : nbfc Mumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
3.	New Delhi	C/o Reserve Bank of India Sansad Marg New Delhi -110001 STD Code: 011 Telephone No: 23724856 Fax No : 23725218-19 Email : nbfcnewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
4.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Telephone No : 22304982 Fax No : 22305899 Email : nbfcokolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand

Details of Nodal Officer and Principal Nodal Officer for all the Branches of the Company

Branch and Address	Nodal Officer	Contact No	Principal Nodal Officer	Contact No
Centre: Chennai				
Bangalore Office No 3, First Floor, Empire Infantry, Infantry Road, Bangalore – 560001	Deepak Shah	9820313675	Deepak Shah	9820313675
Vijaywada: D.No:40-6/2-13, 1st Floor, Kanakamedala Seshagiri Rao Street, Revenue Colony, Moghalrajpuram, Vijayawada 520010, Andhra Pradesh	Deepak Shah	9820313675	Deepak Shah	9820313675
Hyderabad: D.No : 1-10-75/1/1, Office Premise No 304, 3rd Floor, Saptagiri Tower, Begumpet, Hyderabad, Telangana, India 500016	Deepak Shah	9820313675	Deepak Shah	9820313675
Centre: Mumbai				
Mumbai – Corporate Office A 506-A510, Kanakia Wall Street, Andheri-Kurla Road, Chakala, Andheri East, Mumbai- 400093	Manoj Singh	9821616557	Manoj Singh	9821616557
Mumbai 223 The Summit Business Bay, Behind Guru Nanak Petrol Pump, Opp Cinemax, Off Andheri Kurla Road, Near Western Express Highway, Andheri East, Mumbai- 400093	Manoj Singh	9821616557	Manoj Singh	9821616557
Kalyan	Manoj Singh	9821616557	Manoj Singh	9821616557

Shop No 15 , Arciya Altis, Near Fortis Hospital,APMC Market ,Valipeer Road,Kalyan (W) Thane - 421301				
Nasik Flat No 8, 2nd Floor, Chandrakauns Apt, Pandit Colony, Sharanpur Road, Nasik- 422002	Manoj Singh	9821616557	Manoj Singh	9821616557
Pune Rachana House Office No 07 2nd Floor Opp. Westside FC Road Gudluck Chowk Pune-411004	Manoj Singh	9821616557	Manoj Singh	9821616557
Indore 102, 1st Floor, 9/1/1 M G Road, Indore- 452001	Sharad Garg	9826044458	Manoj Singh	9821616557
Ahmedabad B-706, The First, B/H ITC Narmada Hotel, Vastrapur, Ahmedabad-380015	Saurabh Paul	7738895388	Manoj Singh	9821616557
Himmatnagar Shop No-106, Mepal Crystal, 1st Floor, Kankol, Taluka - Himmat Nagar, Dist - Sabarkantha, Gujarat - 383001	Saurabh Paul	7738895388	Manoj Singh	9821616557
Rajkot: 1st floor, Kesarinandan Complex. Office No. is 105, near Panchnath mandir, Harihar Chowk Rajkot-360001	Saurabh Paul	7738895388	Manoj Singh	9821616557
Borsad Office no 11-F-126, Bhaishree Complex,	Saurabh Paul	7738895388	Manoj Singh	9821616557

Anand Chokdi, Borsad Gujarat- 388540				
Kheda Office no . 3,Shriram Complex.Near Jalaram Temple,Kheda ,Matar Road,Sokhda,Kheda Gujarat-387570	Saurabh Paul	7738895388	Manoj Singh	9821616557
Bayad Block B, 1st Floor, Office No 110, Janmangal Complex, Opp Reliance Petrol Pump, Bayad Modasa Road, Bayad, Gujarat 383325	Saurabh Paul	7738895388	Manoj Singh	9821616557
Gandhidham Shreeji House, Plot No 269, Sector 1-A, Mamlatdar office road, Gandhidham(Kutch)-370201	Rakesh Sharma	9974533865	Manoj Singh	9821616557
Centre: New Delhi				
Delhi 310-313, 3rd Floor, Ashoka Estate, 24, Barakhamba Road, New Delhi - 110001.	Saurabh Arora	9560877177	Saurabh Arora	9560877177
Delhi DSM 352-354, 3rd Floor, DLF Tower, Shivaji Marg, Moti Nagar, New Delhi 110015.	Saurabh Arora	9560877177	Saurabh Arora	9560877177
Jaipur Office No.402, Fourth Flr, City Corporate Park, Plot No. D-3, Malviya Marg, C-Scheme, Jaipur- 302001	Saurabh Arora	9560877177	Saurabh Arora	9560877177
Banswara 130, Udaipur Main Road, Mohan Colony, Banswara, Rajasthan 327001	Sharad Garg	9826044458	Saurabh Arora	9560877177

Ludhiana Office No 503, 5th Floor Apra Tower, Feroze gandhi Market,Ludhiana, Punjab, India- 141010	Deepak Shah	9820313675	Saurabh Arora	9560877177
Udaipur Office No 2,3rd Flr, Westend Building, Plot No 20, Residency Road,Udaipur- 313001	Rakesh Sharma	9974533865	Saurabh Arora	9560877177

The Company shall prominently display the name and contact details along with email id of the Grievance Redressal Officer and the Nodal Officer/ Principal Nodal Officer and the salient features of the Ombudsman Scheme (in English, Hindi and Vernacular language) at all the branches of the Company. RBI Ombudsman Scheme is also available on the website of the Company. Any complaint on the grounds mentioned in Clause 8 of the RBI Ombudsman Scheme can be made to the Ombudsman appointed by RBI.

3. Customer Grievance Register

The Complaints shall be registered in the Customer Grievance Register (CGR) maintained electronically and / or physically, and shall include full details of the complainant (name, address and contact details), date of receipt, fact of the complaint, category of complaint etc. The Operations Team shall maintain this Register.

4. Review & Amendments

This policy shall be reviewed and updated periodically for any changes.

"In case any amendments issued by Reserve Bank of India in form of clarifications, circulars or guidelines or by any other name, which may not be consistent with the current provisions laid down under this Code, then the provisions of such amendments / clarifications, shall prevail upon the provisions contained in the RBI communication and the same shall stand amended accordingly effective from the date as laid down under such RBI communique."