



Navadhan Capital Private Limited

Grievance Redressal Policy

v 1.0

Proposed by	Recommended by	Approved by
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Version History

Version	Board Approval Date	Change Details
1.0		Original Draft

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1. Policy Context

At Navadhan, it is our constant endeavor to provide our customers with the best possible experience. We are committed to meeting our customer expectations always. A satisfied and delighted customer will ensure the delight of the company as well. While we try our best to provide our customers with a frictionless service at every step, we also understand that sometime things might not go right from a customer's perspective. Providing good customer service and enhancing level of customer satisfaction is our prime objective.

This policy document aims at addressing the customer complaints and grievances through proper service delivery and review mechanism apart from focusing on prompt redressal of customer complaints and grievances. The review mechanism should help in identifying shortcomings in service delivery. The purpose of this document is to define consumer grievance redressal policy for the Company as per the directions of RBI.

2. Policy Objective

- To promote good and Fair Practices by setting minimum standards in dealing with customers
- Complaints raised by customers are dealt with courtesy and without undue delay
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy if they are not fully satisfied with the response of the Company to their complaints
- Ensure adherence to all relevant Regulatory and Statutory requirements as mandated by RBI and mentioned in the Grievance redressal policy

3. Complaint Definition

Any expression of dissatisfaction about a product or service that is not resolved at the first point of contact is a complaint. The reason for customer complaint can be defined as:

- The behavioral aspects in dealing with customers
- Inadequacy of the working/operations or gaps in standards of services promised/ expected and actual services provided
- Any discrepancies and grievances with respect to processing of information of the customers in a time bound manner

4. Complaint/ Grievance Registration and Redressal Process

a. Step-1: Complaint Registration

The various means of registration of complaint by a customer:

- Complaint Register: Customers can contact the Branch and advise the Branch staff of their Grievance. The Grievance needs to be recorded in the Complaint Register kept at Branches
- Call: Customers can call on +91 86559 97899 from 9am to 6.30pm on all working days (Mon to Fri) lodge their complaints
- Letter: Customers can lodge their complaints in writing by sending a letter to the Branch Manager of the Branch from where they have availed of the loan
- Email: Customers can also email their complaints by writing to the email id of the customer care department at care@navadhan.com

b. Step-2: Complaint/ Grievance Redressal

The concerned branch managers of the company will address the complaint within 10 working days from the date of receiving your communication.

If the customer is still not satisfied with the reply from the company, or not in receipt of any response within 10 days, they can write, email, or call to Grievance Redressal Officer of the Company as under:

Mr. Himanshu Chugh
The Grievance Redressal Officer
Navadhan Capital Private Limited
803, Ecostar, Vishveshwar Nagar,
Goregaon (E), Mumbai INDIA 400063
Mob.: +91 79888 55387 | himanshu.chugh@navadhan.com

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

In the event of non-resolution of the complaint within the mentioned time frame, customer can write to the Head – Risk & Compliance who is also the Principal Nodal Officer of the Company at the address of the Registered Office, as given below:

Mr. Vijay Haswani
Head – Risk & Compliance - The Principal Nodal Officer
Navadhan Capital Private Limited
803, Ecostar, Vishveshwar Nagar,
Goregaon (E), Mumbai INDIA 400063
Ph: 98336 34749 | vijay.haswani@navadhan.com

c. Step-3: Appeal to RBI

If the customer remains dissatisfied with the response from the registered office or the complaint is still unresolved at the end of one month, then they may directly approach the regulatory authority of Non-Banking Financial Companies, Reserve Bank of India for redressal of their complaints as below:

1. Online at <https://cms.rbi.org.in/> or
2. Email: cms.nbfcomumbai@rbi.org.in or
3. Call: Telephone No. 022-23001280
4. Letter at below address:

The NBFC Ombudsman C/o Reserve Bank of India
RBI Byculla Office Building,
Opp. Mumbai Central Railway Station
Byculla, MUMBAI – 400008
Fax No.: 022-23022024

5. Exclusions

The following complaints shall not be taken up for consideration and disposal as 'Customer Complaint'.

- Anonymous complaints without proper supporting details
- 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
- A fresh complaint which is already under consideration of the Ombudsman/Appellate Authority appointed under The Reserve Bank – Integrated Ombudsman Scheme, 2021
- A complaint which has already been disposed by the company