Kiyansh Finance Private Limited (KFPL)

Client Grievance Policy

Version: 1.0

Approval Date: 15th December 2024

KIYANSH FINANCE PRIVATE LIMITED

(“KFPL” or the “Company”)

Client Grievance Policy

Introduction

Customer satisfaction is necessary for consistent business growth and success of any organization. This is also necessary towards widening the customer base and retaining of existing customers. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism is aimed at helping identification of shortcomings in product features and service delivery. KFPL aims to satisfy its customers and delight them with its services. The aim of the policy is to design an effective customer redressal system.

Objective

- To provide timely resolution/solution to issues/complaints of the customer to make them satisfied and ensure long term association with them.
- To comply with Fair Practices Code set out by regulator, self-regulatory organization and KFPL Code of Conduct so that the clients are protected against, fraud, deception, or unethical practices.

Nature of Grievance

Fair Practices

Issue related to regulatory compliances, protection of clients against Fraud by staff, Misinterpretation, Deception and Unethical Practices (including staff asking for commission, bribe, undue favours etc.). Also maintaining clients’ Dignity/confidentiality/Privacy.

Service Delay

Issue relating to documentation like, sending duplicate copies/photocopies of documents entered into with Customers, balance confirmation certificates, loan closed but No-Dues Certificate (NDC) not provided after request, No Objection Certificate (NOC) for further equity infusion/change in constitution documents/availing of further debt facilities within reasonable timeline, Loan performance and closure not periodically and correctly updated in CIBIL, statement of accounts, TDS/GST issues, release of collateraletc. within reasonable timeline.

Others

Any other Issue not falling in above mentioned categories.

Mode of Complaint

Customers can give their complaints in writing, e-mail – compliance@kiyanshfinance.com Customers can write to KFPL at its registered office viz. " No.10 Second Floor A.S. Char Street, B.K.V Iyengar Road, Chickpet -560053, Bangalore, Karnataka".

Review and Reporting of Complaint

The Grievance Redressal Officer (GRO) i.e, the Company Secretary or any duly authorised/designated person in the absence of GRO, shall maintain all the documents and records of all the complaints received, resolved, and pending. It will bethe duty of the respective person to update the data and records on regular basis.
It shall be the responsibility of the Head of Credit/ Operations to review the status of complaints on quarterly basis and shall take requisite actions for the closure of complaints, in case of any pendency.
A proper escalation mechanism will also be implemented to ensure redressal of grievances. Quarterly and annual reports on grievances received, redressed, and pending (along with reasons for pendency) shall be submitted to the Nomination and Remuneration Committee (NRC)/ Board. Further, any fraud committed by a borrower company, even not pertaining to their business relation with KFPL, will be intimated to the Board.

Escalation Mechanism Table

Designation	Timeline
Relationship Manager (RM) or Area Mananger, if any	6 working days

Severity Levels and Timelines

Issues Related to Fair Practices

The Grievance Redressal Officer (GRO) or any duly authorised/designated person in the absence of GRO should intimate and ensure immediate escalation to the Management Committee (MC) in case of issues related to Fraud by staff. Subject to availability, MC will call for a meeting at the earliest within three days from the date of intimation by the GRO regarding discussion on a complaint, to discuss the grievance. The quorum for this meeting shall include the presence of the GRO, the MC members and employee concerned, if any. The discussion, which shall include due deliberations with the concerned aggrieved party, shall be minuted and the MC will provide a written response, generally within five (5) business days on addressing the concerns of the aggrieved party or if it is necessary, it may seek further information and request for another meeting before taking a final decision. If, after investigation, it is discovered that an employee has committed fraud as claimed by client then such employee will be dismissedwithout issuance of show-cause notice. Any decision to dismiss will be taken by the employer only after fullinvestigation. If there is prima-facie, but inconclusive, evidence, the concerned employee will be issued show-cause notice and if necessary, placed under suspension, till the investigation is completed.
In case of any other issues with related to Fair Practices then it is responsibility of Grievance Redressal Officer or any duly authorised/designated person in the absence of GRO to escalate it to MD, and to revert to client within Fourteen (15) business days from the date of submission of complaint/necessary evidence.

Any grievance related to the GRO or any member of the MC, shallbe addressed to the remaining members of MC.

The MC will consist of

- Mr. Sreepal G Jain – Chairman
- Mr. Rahul M Jain – Director
- Mr. Aryendra Kumar – Independent Director

Issues Related to Service

In case of any service related or other issues then its responsibility of Grievance Redressal Officer (GRO) or any duly authorised/designated person in the absence of GRO to pass on the same to respective department and to revert to client within Five (5) business days from formal submission of complaint/grievance.

If the complaint/dispute is not redressed within a period of 1 (one) month, the customers can appeal to the Officer-in-Charge of the Regional Office of the concerned DNBS of RBI, under whose jurisdiction KFPL'S registered office falls. The number of the Regional Office of DNBS shall be displayed in all the branch office

Display of information:

As a part of RBI requirements

i) KFPL shall display prominently, for the benefit of its customers, the name and contact details (Telephone/ Mobile numbers as also email addresses) of the NO/GRO and the name and contact details of the Ombudsman, who can be approached by the customer.

ii) KFPL shall prominently display the salient features of the Scheme (in English, and Vernacular language) at its office(s) in such a manner that a person visiting the office has easy access to the information.

iii) All the above details along with a copy of the Scheme should also be prominently displayed on the web-site of KFPL