

Policy Title	Client Grievance Redressal Policy
Version Number	4.0
Owner of the Policy	Compliance Department
New/Renewal	Renewed
Last date of Renewal	25th July 2024
Periodicity of Renewal	Annual/or earlier if required
Date of Approval/ Revision by the Board	29th August 2025

For Board of Directors

Sarwadi Finance Pvt Ltd



Diksha Shah

(Managing Director & CEO)

Registered Office:

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Sarwadi Finance: 31, Ganga Jamuna, 28/1, Shakespeare Sarani, Kolkata 700 017 (033) 4021 4300 info@sarwadi.in www.sarwadi.in

Nipha Group: 48, Ganga Jamuna, 28/1, Shakespeare Sarani, Kolkata 700 017 (033) 4021 4300 nipha@niphaindia.com www.niphaindia.com

SARWADI FINANCE PRIVATE LIMITED

CIN: U67100WB2017PTC235052

CLIENT GRIEVANCE REDRESSAL POLICY

OBJECTIVE

- The objective of this policy is to establish a formal mechanism wherein customers can raise their concerns, queries or complaints and get a solution/remedy within a reasonable time frame and ensure that:-
- All customers are treated fairly and in an unbiased manner.
- All issues raised by customers are dealt with courtesy and resolved in time.
- Customers are made aware of avenues to escalate their grievance within the organization and their rights to alternate remedies if they are not fully satisfied with the response or resolution to the grievance.
- Employees shall work in good faith and without prejudice towards the interest of the customers.

DEFINITIONS

- **Complaint:** Any expression of dissatisfaction from a customer regarding the company's services. This includes, but isn't limited to, issues such as delayed processing of requests, technology-related problems, or employee behavior.
- **Query/Request:** An inquiry or request from a customer for clarification about the company's services, processes, or products. This is distinct from a complaint and is handled differently.
- **Customer:** Any individual who interacts with Sarwadi Finance Pvt Ltd (SFPL) in relation to the business.
- **Company:** Refers to Sarwadi Finance Pvt Ltd (SFPL).
- **Grievance Redressal Officer (GRO):** The designated officer shall be responsible for resolving customer complaints within 15 working days.
- **Senior Redressal Officer (SRO):** A higher authority to whom a customer can escalate a grievance if they are not satisfied with the GRO's resolution.
- **Turnaround Time (TAT):** A predetermined time limit within which a specific task, such as resolving a complaint or fulfilling a request, is to be completed. This adds a level of accountability and sets customer expectations.
- **Deficiency in Service:** Any fault, imperfection, or inadequacy in the quality, nature, or manner of performance that is required to be maintained by the company, including but not limited to, actions or omissions by employees or third-party service providers.

SCOPE & APPLICABILITY

The Policy is applicable across all the branches including the head office of the company and to all activities where there is an interaction with the customers. The Policy has been drafted in line with the Company's objectives and the guidelines outlined in the Policy with reference to the Master Direction- Reserve Bank of India (Non-Banking Financial Company- Scale Based Regulation) Directions, 2023 dated October 19, 2023 and other RBI guidelines as applicable.

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PROCESS OF GRIEVANCE REDRESSAL

Customers need to be informed about their rights to file complaint or raise any grievance.

1. Enlisting of the Grievance-

- a) **Through Customer Service Department** – Any customer who needs to raise a grievance or suggestion or query can get in touch with the Customer Service Department in the following helpline number/email.

Helpline No: 8902415100

E-mail ID: crm@sarwadi.in

Timings: 10:00 am - 5 pm (Monday to Friday)

- a) **Drop Box or Complaint Register-** Any customer may also visit the branch for their grievance/suggestions and drop in their grievance or they can also register their complaints in the dedicated complaint register as maintained in the Branches.
Each Branch will have a drop box and customers can choose to drop their queries, suggestions or complaints in the drop box.

Timings: 10:00 am - 5 pm (Monday to Friday)

Note: The Grievances as received by the Customer Service Department and Branches will be forwarded to the GRO in the same day.

2. Processing of the Grievance-

- a) **Grievance Redressal officer (GRO)**, after receiving the complain from the Branches and Customer Service Department, will resolve all the complaints within a TAT (Turn-around-time) of 15 working days from the date of receipt of the Grievances.
In case a customer is not satisfied with the response, then they can get in touch with the GR in the below manner:

Details of Grievance Redressal officer (GRO):

Mr. A Mondal

Phone: 9874721115

Email: care@sarwadi.in

Registered Office/Head Office Address:

31, Ganga Jamuna

28/1, Shakespeare Sarani,

Kolkata-700017

- b) **Communication to the customer-** After a complaint is being resolved by the GRO, the Customer Service Department will communicate the resolution to the customer accordingly within the specified TAT of 7 working days from the date of resolution.

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- c) A customer can escalate the grievance to SRO in case customer is not satisfied with the GRO in the following helpline number:
MFIN Toll Free Helpline Number: 1800 102 1080
Sa-Dhan's Toll Free Helpline No: 1800-425-0205

- d) If a customer is not satisfied with the response received from any of the above then he/she may contact:
RBI Helpline Number- 14448
Reserve Bank of India(RBI)
Department of Supervision
5th Floor, 15 Netaji Subhas Road
Kolkata-700001
Or, Click on this link to file a complaint with the RBI: <https://cms.rbi.org.in/>

3. Reporting of the Grievances-

- a) A report of status of the grievances will be presented by the GRO to the management on a monthly basis and it will be placed to the Board half-yearly.
b) The Grievance process is also a part of audit checks and a report of the same will be submitted to the management on a periodic basis.
c) A regular update will also be provided to the SRO's and other regulatory bodies.

4. Mandatory Display Requirements:

The Company will prominently display the following information for the benefit of its customers, over its website and branch offices in a language understood by the borrower:

- a) The name and contact details (i.e. telephone number and email address) of the Customer Service Department and GRO.
b) Contact details of the SRO and RBI.

5. Policy Review:

The Management will annually review and assess the adequacy of the Policy in line with the RBI updates and recommend changes to the Company's Board. Any updates/ changes to the Policy will be approved by the Board and communicate to the relevant customer/ staff/ other stakeholders.



Diksha Shah
(Managing Director & CEO)

Date: 29.08.2025

Place: Kolkata

Registered Office:

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