



# **Grievance Redressal Policy**

## **Green Malabar Finance Venture Limited (GMFVL)**

<b>Version</b>	<b>Approved Date</b>
<b>V1</b>	<b>12<sup>th</sup> June 2024</b>



## **A. Background and Objective**

The timely and effective handling of consumer Complaints/Concerns is fundamental to GMFVL's principles of Responsible Finance and its commitment to treat consumers fairly. We at Green Malabar Finance Venture Limited are committed to promptly responding to and resolving customers' Complaints/Concerns and driving appropriate adjustments to business practices to improve customer service and enhance risk management.

The objective of the policy is to ensure that:

- All customers are treated fairly and without bias at all times.
- All issues raised by customers are dealt with courtesy and resolved on time.
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

## **B. Definition of a Complaint / Concern**

Complaint/ Concern means an oral or written communication (including an electronic communication) that expresses dissatisfaction with a GMFVL product, service of employee or a third party service provider acting on GMFVL's behalf.

## **C. Channels available for customers to report grievance**

If a customer has a problem or wishes to register a complaint, they can reach us at any of the following access channels.

- Phone
- Through Email
- Interaction at office
- Through Letter
- Company website

## **D. Grievance redressal mechanism**

### **1. Registration of Complaints**

The Company enables customers to register a Complaint through multiple channels as mentioned above in Section C.



## **2. Acknowledgement & Receipt**

Complaints/Concerns will be acknowledged upon receipt to the customer; acknowledgement will occur verbally, in writing, or electronically, depending on the channel received

## **3. Time frame**

Suitable timelines have been set for every complaint depending upon the investigations which would be involved in resolving the same. Company will ensure that final decision is communicated to the complainant within 30 days from the date of receipt of the complaint by the Company.

## **4. Resolution of Grievances**

The Operation Team is responsible for resolution of complaint/ grievance to the customer's satisfaction. Every attempt is made to offer the customer suitable and appropriate alternate solutions wherever possible. However, if the customer continues to remain dissatisfied with the resolution, he/ she/ it can escalate the issue through the grievance redressal mechanism as referred below.

### **E. Complaint Lodgement and Escalation:**

There is a four level Grievance Redressal Mechanism (including the escalation matrix) to resolve any of the customer grievances with regard to 'deficiency in service' on the part of Green Malabar Finance Venture Limited. Other queries and service requests from customers will not be treated as customer complaints but will be attended to and answered appropriately.

Level 1: Ramesh R - Chief Digital Officer

Level 2: Internal Ombudsman

Level 3: Managing Director & CEO

Level 4: Ombudsman under RBI Internal Ombudsman Scheme 2021

Details of each of the four levels of Grievance Redressal Mechanism and conditions to be fulfilled before lodging complaints are furnished below:

### **A) INTERNAL**

#### **Level 1:**

The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal Officer in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation/alteration of credit information.

The details of the Grievance Redressal Officer are given as follows:

- Name of the Grievance Redressal Officer: Ramesh R - Chief Digital Officer
- Address: Awifs Space Solutions, Primus Building , Door No. SP -7A, Room No : 201, 2nd Floor, Guindy Industrial Estate, Chennai 600032.



- Contact Details (Telephone/Email): +91 91765 92434  
[info@petro.money](mailto:info@petro.money) ; [ramesh.r@petromoney.co.in](mailto:ramesh.r@petromoney.co.in)

The redressal officer may formally delegate the task of redressal of a specific complaint to a team member as suitable, with due information to the customer.

**Level 2: Internal Ombudsman (Customers should not write complaints directly to Internal Ombudsman and hence his contact details have not been provided as per RBI directions)**

If the complaint is partly or wholly rejected by the company's Internal Grievance Redressal Mechanism within 3 weeks such complaints will automatically be escalated to the Internal Ombudsman appointed by the company under RBI directions as the Appellate Authority of the Internal Grievance Redressal Mechanism to examine such complaints and arrive at a decision to resolve the grievances of the complainants

**Level 3: Managing Director & CEO (Customers should not write complaints directly to Managing Director & CEO)**

In case, the decisions of the Internal Ombudsman who had examined the complaints which were partly or wholly rejected by Internal Grievance Redressal Officer are not agreeable to the company, such cases will be escalated to the Managing Director & CEO to approve the proposals for rejection of the Internal Ombudsman's decisions

**B) EXTERNAL**

**Level 4: Ombudsman under RBI Integrated Ombudsman Scheme. The modes of lodging complaints under this scheme other conditions are as under**

a) If the customer is not satisfied with the resolution received or if the customer does not hear from us in 30 days, then he/she may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> or reach them on the dedicated e-mail id - [crpc@rbi.org.in](mailto:crpc@rbi.org.in) Or send your complaint form (format available on the website under Ombudsman scheme 2021) to send their complaint in email/physical form to Centralized Receipt and Processing Centre (CRPC) has been set up at RBI, Chandigarh for receiving complaints through physical mode (letter/post). The CRPC undertakes initial scrutiny and processing of these complaints, uploads them on CMS, which are then assigned to Offices of RBI Ombudsmen (ORBIOs) or CEPCs for redressal.

b) For redress of his grievance, the complainant must first approach us. If we do not respond within a period of 30 days after lodgment of the complaint or reject the complaint wholly/partly or if the complainant is not satisfied with the response/resolution given by us, the complainant can lodge his complaint under the RB-IOs, 2021.

c) Approaching the RBI Ombudsman without first lodging a complaint with us or doing so before 30 days after lodging the complaint, if there is no response from the RE, would make the complaint non-maintainable under RB-IOs, 2021.

d) It may be noted that the complaint should be made to the RBI Ombudsman not later than one year after receiving the reply of the RE or, in cases where no reply is received, not later than one year and 30 days after the date of the representation to the RE.