



SHRI NIWAS LEASING AND FINANCE LIMITED

Mob. : +91-9891709895, 9891095232
+91-11-47476071

Regd. Office : 47/18, Old Rajendra Nagar, Rajendra Place Metro Station, New Delhi - 110060
E-mail : shriniwas.limited@gmail.com, Website : shriniwasleasingfinance.in
CIN : L65993DL1984PLC019141

CERTIFIED TRUE COPY OF THE BOARD RESOLUTION PASSED IN THE MEETING OF BOARD OF DIRECTORS OF SHRI NIWAS LEASING AND FINANCE LIMITED HELD ON 15TH SEPT, 2023 AT 12:00 P.M. AT THE REGISTERED OFFICE OF THE COMPANY AT 47/18, RAJENDRA PLACE METRO STATION NEW DELHI 110060

BOARD RESOLUTION:

For adopting the Policy on Grievance Redressal Mechanism and appointment of **Mr. SURENDRA KUMAR JAIN** (Director) as Grievance Redressal Officer (GRO) & Nodal officer/ Principal nodal officer, Delegation for Loan sanction Authority, Sanction officer of the company.

WHEREAS The Reserve Bank has issued guidelines on Fair Practices Code for NBFCs - Grievance Redressal Mechanism - Nodal Officer vide RBI/2012-13/416 DNBS. CC.PD.No.320/03.10.01/2012-13, dated on February 18, 2013 for all NBFCs, which need to be adopted while doing lending business.

WHEREAS The RBI has advised all applicable NBFCs to appoint respective officer in the company for the benefits of their customers and also lay down the appropriate Grievance Redressal Mechanism within the organization to resolve disputes between the company and its customers and the mechanism should ensure that all disputes arising out of the decisions of lending institutions' functionaries are heard and disposed of at least at the next higher level and the Board of Directors shall provide a periodical review of the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management.

"NOW THEREFORE, BE IT RESOLVED THAT the Board has duly framed & adopted the GRM policy and hereby give the delegation of loan sanction authority to one of the Director **Mr. SURENDRA KUMAR JAIN**. He has duly appointed as Loan Sanction Officer, Grievance Redressal Officer & Nodal Officer/ Principal Nodal Officer, of the company."

"RESOLVED FURTHER THAT any of the Board of Directors be and are hereby authorized to submit to the Reserve Bank of India office, New Delhi and to do all such acts, deeds and things that are necessary to give effect to the said Resolution."

**CERTIFIED TRUE COPY
For SHRI NIWAS LEASING AND FINANCE LIMITED**



**RANI TANWAR
MANAGING DIRECTOR
DIN: 08201251**

GRIEVANCE REDRESSAL MECHANISM Policy

Policy Governance

Frequency of review	Annual
Framed & last Reviewed Amend on	15/09/2022 15/09/2023
Approved by	Board Of Director



Company Profile
SHRI NIWAS LEASING AND FINANCE LIMITED
(Hereinafter referred to as "SNLFL" or / "the Company")

The company is incorporated under the Companies Act, 1956 having Corporate Identification Number (CIN) L65993DL1984PLC019141. The registered office of the company is located at 47/18, Rajendra Place Metro Station New Delhi Central Delhi DL 110060 IN. The company has been incorporated on 26/09/1984 and registered as Non-Banking Financial Institution having a valid license Registration No. B-14.00808 dated 20/05/1998.

"SNLFL" is categorized as Non-Deposit Taking Systematically Importance (NDSI) Non-Banking Financial Company. At Present, the RBI has classified as NBFC-ICC category.

(*As per RBIs notification, three categories of NBFC has been merged, these three categories of NBFC are Asset Finance Company (AFC), Loan Company and Investment Company. These three categories are merged into a new category called **NBFC- Investment and Credit Company (NBFC-ICC).**)

"SNLFL" being a registered NBFC with RBI has been primarily engaged into (a) Investing in equity/securities of listed and unlisted companies and (b) Lending activities.

"SNLFL" lending culture would be guided by the 'Fair Practice Code' as approved by the Board of Directors as also the approved Risk Policy and Know Your Customer (KYC) Policy.

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AREA OF APPLICATION

This guideline applies to all the employees working for SHRI NIWAS LEASING AND FINANCE LIMITED ("Company").

BASIS

The Grievance Redressal Mechanism Policy has been drafted as per Directions issued by Reserve Bank of India (RBI) on Fair Practices Code for Non-Banking Financial Companies (NBFCs).



INTRODUCTION

Customer service is extremely important for sustained business growth and as an organization we strive to ensure that our customers receive exemplary service across different touch points. Customer complaints constitute an important voice of customer, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

1. Customers are treated fairly at all times
2. Complaints raised by customers are dealt with courtesy and in a timely manner
3. Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
4. The employees work in good faith and without prejudice, towards the interests of the customers.

DEFINITIONS

The following terms are used in this policy with the meaning specified herein:

"SNLFL" shall mean the Company.

"Board" shall mean the Board of Directors of the Company from time to time.

"Customers", means all Business entities, Body Corporate, Individuals and other financial intermediaries, who may and other facilities from the Company, as per the policies of the Company.

"Grievances" shall mean complaint, resentment, dispute, and disagreement etc. arising out of the practices, procedures and codes, followed by the Company in its customer dealings.

GRIEVANCE REDRESSAL MECHANISM

At "SNLFL", customer Delight is our priority and we are committed to provide our customers best in class Experience. Whilst all efforts are taken to give customers the best services to avoid any grievances the customers are intimated that they can record their grievances; if any; in person, writing or verbally.

TIME FRAME FOR RESPONSE:

The turn-around time for responding to a complaint is as follows:

- i. Fraud, Legal and cases pertaining to business practices, lending decisions, credit management and recovery and the same which need retrieval of documents and exceptionally old records: Two Weeks.
- ii. For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered to. If any case needs additional time is required, the NBFC will inform the customer/regulator, requirement of additional time with expected time lines for resolution of the issue.



MECHANISM TO HANDLE CUSTOMER COMPLAINT/ GRIEVANCES**LEVEL 1:****SERVICE TOUCH POINTS ARE AS INDICATED BELOW:**

Customers who wish to provide feedback or send in their complaint may use the following channels between 10:00 a.m. to 6:30 p.m. (Monday to Friday) and 10:00 A.M to 17:00 P.M on Saturdays, except public holidays.

- Call at our office on + _____
- Email us at- shriniwas.limited@gmail.com
- The customer can approach any of our service touch points given below in person/ through letter to register a complaint and expect a response within defined time period from complaint registration. Customers can also visit our branches and handover a complaint letter to the reception of the office or any other office personnel. The customer is advised to take an acknowledgement of receipt with date from the office personnel he/she is handing over the complaint letter.

Branch Office Address:

47/18, Rajendra Place Metro Station New Delhi Central Delhi -110060 INDIA.

In case of complaints received at the Offices of the Company, the office personnel would report the matter with full details within 2 days from date of receipt, to the Primary Officer, details of which is mentioned below.

The Company for this purpose, has framed different levels for addressing and solving the Customer's grievance/ queries by appointing primary officer/ Compliance officer/ Nodal Officer, the details of which is indicated below:

Primary Level I**Primary Officer cum
Compliance Officer**

Rajni Tanwar -Managing Director

SHRI NIWAS LEASING AND FINANCE LIMITED

47/18, Rajendra Place Metro Station New Delhi 110060.

Email: shriniwas.limited@gmail.com

Ph: _____

- The Primary Officer, so appointed by the Company shall take all necessary steps to redress and resolve the grievance and to send a response as soon as possible and, in any case, not later than a maximum period of two weeks.



ESCALATION MATRIX

In case the complaint is not resolved within the given time or if the customer is dissatisfied with the response received from the Company, the customer may escalate the complaint to the next level as indicated below –

Primary Level II

If the customer is still not satisfied with the resolution received from the Compliance department, or if the customer does not hear from us within three weeks of the Complaint raised days, All customers & borrowers or guarantors, current or past, can and should contact the company's Nodal officer for any grievances or complaints (including complaints against any policy, employee or representative, etc.) by following means:

GRIEVANCES / COMPLAINTS**Nodal Officer cum Grievance Redressal Officer**

MR. SURENDRA KUMAR JAIN - DIRECTOR
SHRI NIWAS LEASING AND FINANCE LIMITED
47/18, Rajendra Place Metro Station, New Delhi 110060.
Email: shriniwas.limited@gmail.com
Ph: _____

Mob: 9891709895

An assurance is given to the customer that he would receive a response within 7 business days and due efforts will be taken to resolve the complaint well before that.

Secondary Level

If the customer is not satisfied with the resolution received or if the customer does not hear from us in 30 days, then he may escalate his grievance to the regulator at the below address:

Department of Non-Banking Supervision

New Delhi, Regional Office
Reserve Bank of India,
6, Sansad Marg, New Delhi, Delhi 110001

REPORTING TO BOARD OF DIRECTORS

The Summary of the customer grievance report along with its Status Report indicating the actions taken for resolution of the complaints, shall be placed before the Board of Directors for their review on annual basis by the Company Secretary / Compliance Officer of the Company. The report shall contain information like, the total no. of complaints received, disposed off and pending, with reasons thereof, which will be placed before the Board for information / guidance.

*****The End*****

