

PURSHOTTAM INVESTOFIN LIMITED

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GRIEVANCE REDRESSAL POLICY

1. Objective of Grievance Redressal Policy

Customer complaints constitute an important voice of customer, and Company has framed the Policy to lay down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism. The Company's Grievance Redressal Policy fulfils the following principles:

Customers shall be treated fairly at all times:

- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner.
- Customers shall be informed of avenues to escalate their complaints within the organization, and their rights in cases when their complaints are not resolved in a timely manner or when they are not satisfied with the resolution of their complaints.
- To comply with the regulatory guidelines as required for this function.

2. Basis

The Grievance Redressal Mechanism Policy has been made as per chapter VI of Non-Banking Financial Company-Non-Systemically Important Non-Deposit taking Company and Deposit taking Company (Reserve Bank) Directions, 2016("Master Directions") issued by Reserve Bank of India (RBI).

3. Grievance Redressal Mechanism process

In case of any grievance, customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

A. Registration of Complaints.

Email / Letter - Customers can send their grievance through email.

Customers shall ensure that they quote their application no. / sanction no. / loan account no. in every correspondence with the Company regarding their complaint. Anonymous complaints will not be addressed in terms of this Customer Grievance Redressal Mechanism.

4. Escalation Matrix:

In order to effectively understand and address customer grievances, Company has appointed the Chief Financial Officer of the company as nodal officer for redressal of their grievances. In case a borrower/customer likes to escalate the matter within the organization, the matter may be referred to the Managing Director of the Company. In case the complaints/dispute is not redressed within a period of one month from the date reference to Nodal Officer/Managing Director of the Company, as the case may be, the customer/borrower may appeal to the Officer-in-Charge of Delhi Regional Office of Department of Banking Supervision of the Reserve Bank of India.

Particulars	Contact Number	Email
Nodal Officer	011-46067801/02	pil033799@gmail.com
Managing Director	011-46067801/02	pil.sahib@gmail.com
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