

# RBSG CAPITAL PRIVATE LIMITED

## POLICY ON GRIEVANCE REDRESSAL

### 1. INTRODUCTION AND OBJECTIVE

RBSG CAPITAL PRIVATE LIMITED (herein referred to as “RCPL” or “the Company”) is a Non-Deposit taking, Non-Banking Finance Company (NBFC-ND) registered with RBI. The Company believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behaviour while dealing with its customers (“Customers”)

In compliance with the master directions of Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 and Integrated Ombudsman Scheme, 2021. The Company has designed this **Grievance Redressal Policy (‘Policy’)** in compliance with the Scheme and other circulars, guidelines, etc. from time to time.

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Company and/or the RBI.

The company is engaged in the business under trade name Automony, is RBI Approved non deposit accepting, non-systemic NBFC. Company was formed in Dec 2017 and received RBI license in May 2018.

- **Technology enabled vehicle financing platform:** It provides financial assistance to the individuals belonging to the economically weaker section of society; thereby enabling them to become “Atmanirbhar” and contribute constructively to the wellness of him/herself, family and society at large.
- **Customer profile:** It is predominantly, a driver-cum-owner who till now are employed as a driver and with the help of financial assistance from Automony becomes owner. Automony, thereby, help financial inclusion of individuals who till now are not part of main stream business.
- **Business Model:** Automony’s business model is Hub & Spoke model. Hub is a Branch and spoke are the locations attached to the respective Branch. Branches, typically, are situated at major cities across Maharashtra and Gujarat. The operating geographical limit is about 60 kms from branch. Whereas, Spoke are the locations which are in the range of 50-80 kms from branch.
- **Product:** Automony’s focus is on Used Commercial Vehicle (CV) and Used Cars (PV). This policy is applicable (except Banking Ombudsman) for addressing complaints received from customers.

### OBJECTIVE

The objective of the Policy is to ensure that:

- a) the Customers are treated fairly and without bias, at all times.
- b) the Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner.
- c) the Customers are informed of the avenues to escalate their Complaints within the Company.

- d) the Customers are informed of their rights so that they can opt for alternative remedies if they are not fully satisfied with the Company's response or resolution to their Complaints.

## **2. DEFINITIONS**

- a) "Appellate Authority" means the Executive Director in-Charge of the Department of the Reserve Bank administering the Scheme;
- b) "Appellate Authority Secretariat" means the Department in the Reserve Bank which is administering the Scheme;
- c) "Authorised Representative" means a person, other than an advocate, duly appointed and authorised in writing to represent the complainant in the proceedings before the Ombudsman;
- d) "Award" means an award passed by the Ombudsman in accordance with the Scheme;
- e) "Complaint" means a representation in writing or through other modes alleging deficiency in service on the part of the Company, and seeking relief under the Scheme;
- f) "Credit Information Company" means a company as defined in the Companies Act, 2013 (18 of 2013) and has been granted a certificate of registration under sub-section (2) of section 5 of the Credit Information Companies (Regulation) Act, 2005 (30 of 2005)
- g) "Deficiency in service" means a shortcoming or an inadequacy in any financial service or such other services related thereto, which the Company is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer;
- h) "Deputy Ombudsman" means any person appointed by the Reserve Bank as such under the Scheme;
- i) "Non-Banking Financial Company" (NBFC) means an NBFC as defined in Section 45-I (f) of the Reserve Bank of India Act, 1934 and registered with the Reserve Bank, to the extent not excluded under the Scheme, but does not include a Core Investment Company (CIC), an Infrastructure Debt Fund-Non-Banking Financial Company (IDF-NBFC), a Non-Banking Financial Company- Infrastructure Finance Company (NBFC-IFC), a company in resolution or winding up/liquidation, or under directions of Reserve Bank of India or any other NBFC specified by the Reserve Bank;  
Explanation: The terms CIC and IDF-NBFC shall have the same meaning assigned to them under the RBI Directions.
- j) "The Reserve Bank" means Reserve Bank of India constituted under Section 3 of the Reserve Bank of India Act, 1934.

## **3. GROUNDS OF COMPLAINT**

Any customer aggrieved by an act or omission of the Company resulting in deficiency in service may file a complaint personally or through an authorised representative.

## **4. GROUNDS FOR NON-MAINTAINABILITY OF A COMPLAINT**

(1) No complaint for deficiency in service shall lie in matters involving:

- (a) commercial judgment/decision of the Company;
- (b) a dispute between a vendor and the Company relating to an outsourcing contract;
- (c) a grievance not addressed to the Ombudsman directly;
- (d) general grievances against Management or Executives of the Company;
- (e) a dispute in which action is initiated by the Company in compliance with the orders of a statutory or law enforcing authority;

- (f) a service not within the regulatory purview of the Reserve Bank;
- (g) a dispute between the Company;
- (h) a dispute involving the employee-employer relationship of the Company;
- (i) a dispute for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005; and
- (j) a dispute pertaining to customers of the Company not included under the Scheme.

(2) A complaint shall not lie unless:

(a) the complainant had, before making a complaint made a written complaint to the Company concerned and-

- (i) the complaint was rejected wholly or partly by the Company, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the Company received the complaint; and
- (ii) the complaint is made to the Ombudsman within one year after the complainant has received the reply from the Company to the complaint or, where no reply is received, within one year and 30 days from the date of the complaint.

(b) the complaint is not in respect of the same cause of action which is already-

- (i) pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman, whether or not received from the same complainant or along with one or more complainants, or one or more of the parties concerned;
- (ii) pending before any Court, Tribunal or Arbitrator or any other Forum or Authority; or, settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other Forum or Authority, whether or not received from the same complainant or along with one or more of the complainants/parties concerned;
- (c) the complaint is not abusive or frivolous or vexatious in nature;
- (d) the complaint to the Company was made before the expiry of the period of limitation prescribed under the Limitation Act, 1963, for such claims;
- (e) the complainant provides complete information as specified in of the Scheme;
- (f) the complaint is lodged by the complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person.

Explanation 1: For the purposes of sub-clause (2)(a), 'written complaint' shall include complaints made through other modes where proof of having made a complaint can be produced by the complainant.

Explanation 2: For the purposes of sub-clause (2)(b)(ii), a complaint in respect of the same cause of action does not include criminal proceedings pending or decided before a Court or Tribunal or any police investigation initiated in a criminal offence.

## **5. I. PROCEDURE FOR FILING A COMPLAINT**

(1) The complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>).

(2) The complaint may also be submitted through electronic or physical mode to the Centralised Receipt and Processing Centre as notified by the Reserve Bank. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorised representative. The complaint shall be submitted in electronic or physical mode in such format and containing such information as may be specified by Reserve Bank.

## **II. ADDITIONAL PROCESS:**

The Customers who have any Complaint, can follow the following process for its redressal:

**i. Primary Level:**

The Customers who intend to file a Complaint, may file their Complaint with the Company by using any of the following channels between 10:00 A.M. to 5:00 P.M. on any working day of the Company and furnishing complete details in relation to such Complaint:

**Details for making Complaint:**

Register the Complaint in a complaint register / complaint box, which is available at all regional / branch offices of the Company. The borrowers have to inform the Branch about the complaint in writing. The said complaints shall be entered in the Register maintained for the purpose by the Grievance Redressal Officer duly authorized in this behalf;

Email at: [cs@automony.in](mailto:cs@automony.in)

Call on: 9619240025

Write to the Company at the below mentioned address:

RBSG Capital Private Limited

Regd. Off:1002 Flr10, Marathon Icon Off Ganpatrao Kadam, Marg Opp Peninsula Corporate Park Lower Parel W, Delisle Road, Mumbai, Maharashtra, India, 400013

Kind Attention: Customer Service Team

**ii. Secondary Level:**

In case, the Complaint is not resolved within 7 (Seven) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at Level - 1, the Customer may escalate the Complaint to the Grievance Redressal Officer of the Company- Mr.Shrirang Date

Contact details of Grievance Redressal Officer:

Name: Mr.Shrirang Date

Designation: Chief Risk Officer

Contact Number: 9619240025

E-mail ID: [shrirangd@automony.in](mailto:shrirangd@automony.in)

**Contact details of the Grievance Redressal Officer is available at all the regional and branch offices of the Company.**

iii. Clients and others who have any grievances regarding functioning of company, may further address their grievances in writing to the Grievance Redressal Officer and further to the 'Director' for redressal of his /their grievance who will dispose the same within a period of 15 days from the date of receipt of such Grievance. In case the complainant is/ are not satisfied with the decision of the Director, he/ they may appeal to the Board who will also dispose of the same within a period of 30 days from the date of receipt of the appeal.

iv. All disputes arising out of the decisions of branches in relation to the products and services shall be heard and disposed off at least at the next higher level. Therefore, the following 'Grievances Redressal Mechanism' is put in place.

<b>GRIEVANCE LEVEL</b>	<b>REDRESSAL LEVEL</b>
Officer	Head of department
Head of Department	Director
Director	Board of Directors

v. A consolidated report of periodical review of compliance of fair practice code and functioning of the grievances redressal mechanism at various levels of management may be submitted to the Board of Directors/ Committee of Directors at regular intervals as may be prescribed by it.

vi. If the complaint/ dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of **RESERVE BANK OF INDIA- DEPARTMENT OF NON BANKING SUPERVISION, CENTRAL OFFICE CENTRE I, WORLD TRADE CENTRE, CUFFE PARADE, COLABA, MUMBAI - 400005**, under whose jurisdiction the registered office of the NBFC falls.

vii. Company will safeguard personal information of clients, only allowing disclosures and exchange of such information to others who are authorized to see it, with the knowledge and consent of clients.

## **6. INITIAL SCRUTINY OF COMPLAINTS**

(1) Complaints which are in the nature of offering suggestions or seeking guidance or explanation shall not be treated as valid complaints under the Scheme and shall be closed accordingly with a suitable communication to the complainant.

(2) Complaints which are non-maintainable under shall be separated to issue a suitable communication to the complainant.

(3) The remaining complaints shall be assigned to the offices of the Ombudsman for further examination under intimation to the complainant. A copy of the complaint shall also be forwarded to the Company against whom the complaint is filed with a direction to submit its written version.

## **7. POWER TO CALL FOR INFORMATION**

(1) The Ombudsman may, for the purpose of carrying out duties under this Scheme, require the Company against whom the complaint has been made or any other the Company which is a party to the dispute to provide any information or furnish certified copies of any document relating to the complaint which are or is alleged to be in its possession.

Provided that in the event of failure of the Company to comply with the requisition without sufficient cause, the Ombudsman may draw an inference that the Company has no information to furnish.

(2) The Ombudsman shall maintain confidentiality of the information or the documents coming to its knowledge or possession in the course of discharging duties and shall not disclose such information or documents to any person except as otherwise required by law, or with the consent of the person furnishing such information or documents.

Provided that nothing in this sub-clause shall prevent the Ombudsman from disclosing information or documents furnished by the parties to the proceedings to each other, to the extent considered necessary to comply with the principles of natural justice and fair play:

Provided further that provisions of this sub-clause shall not apply in relation to the disclosure made or information furnished by the Ombudsman to the Reserve Bank or filing thereof before any Court, Forum or Authority.

## **8. RESOLUTION OF COMPLAINTS**

### **A. INTERNAL RESOLUTION PROCESS:**

- a. The Customers are advised to file the Complaint by furnishing complete details of the same to the Company in any of the modes given at para 5.
- b. Upon receipt of the Complaint by the Company, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.
- c. The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint maximum time period of 30 (Thirty) working days from the date of receipt of such Complaint.
- d. In case any additional time is required for resolution of the Complaint, the Company shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.
- e. The Chief Executive Officer – NBFC Operations and the Head of Operations of the Company shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.

### **B. RESOLUTION PROCESS UNDER THE SCHEME:**

(1) The Ombudsman/Deputy Ombudsman shall endeavour to promote settlement of a complaint by agreement between the complainant and the Company through facilitation or conciliation or mediation.

(2) The proceedings before the Ombudsman shall be summary in nature and shall not be bound by any rules of evidence. The Ombudsman may examine either party to the complaint and record their statement.

(3) The Company shall, on receipt of the complaint, file its written version in reply to the averments in the complaint enclosing therewith copies of the documents relied upon, within 15 days before the Ombudsman for resolution.

Provided that the Ombudsman may, at the request of the Company in writing to the satisfaction of the Ombudsman, grant such further time as may be deemed fit to file its written version and documents.

(4) In case the Company omits or fails to file its written version and documents within the time as provided in terms of sub-clause (3), the Ombudsman may proceed ex-parte based on the evidence available on record and pass appropriate Order or issue an Award. There shall be no right of appeal to the Company in respect of the Award issued on account of non-response or non-furnishing of information sought within the stipulated time.

(5) The Ombudsman/Deputy Ombudsman shall ensure that the written version or reply or documents filed by one party, to the extent relevant and pertaining to the complaint, are furnished to other party and follow such procedure and provide additional time as may be considered appropriate.

(6) In case the complaint is not resolved through facilitation, such action as may be considered appropriate, including a meeting of the complainant with the officials of the Company, for resolution of the complaint by conciliation or mediation may be initiated.

(7) The parties to the complaint shall cooperate in good faith with the Ombudsman/Deputy Ombudsman, as the case may be, in resolution of the dispute

and comply with the direction for production of any evidence and other related documents within the stipulated time.

(8) If any amicable settlement of the complaint is arrived at between the parties, the same shall be recorded and signed by both the parties and thereafter, the fact of settlement may be recorded, annexing thereto the terms of settlement, directing the parties to comply with the terms within the stipulated time.

(9) The complaint would be deemed to be resolved when:

(a) it has been settled by the Company with the complainant upon the intervention of the Ombudsman; or

(b) the complainant has agreed in writing or otherwise (which may be recorded) that the manner and the extent of resolution of the grievance is satisfactory; or

(c) the complainant has withdrawn the complaint voluntarily.

## **9. AWARD BY THE OMBUDSMAN**

(1) Unless the complaint is rejected, the Ombudsman shall pass an Award in the event of:  
(a) non-furnishing of documents/information; or (b) the matter not getting resolved based on records placed, and after affording a reasonable opportunity of being heard to both the parties.

(2) The Ombudsman shall also take into account, in addition, the principles of banking law and practice, directions, instructions and guidelines issued by the Reserve Bank from time to time and such other factors as may be relevant, before passing a reasoned Award.

(3) The Award shall contain, inter alia, the direction, if any, to the Company for specific performance of its obligations and in addition to or otherwise, the amount, if any, to be paid by the Company to the complainant by way of compensation for any loss suffered by the complainant.

(4) Notwithstanding anything contained in sub-clause (3), the Ombudsman shall not have the power to pass an Award directing payment by way of compensation, an amount which is more than the consequential loss suffered by the complainant or Rupees 20 lakh whichever is lower. The compensation that can be awarded by the Ombudsman shall be exclusive of the amount involved in the dispute.

(5) The Ombudsman may also award a compensation not exceeding Rupees one lakh to the complainant, taking into account the loss of the complainant's time, expenses incurred, harassment and mental anguish suffered by the complainant.

(6) A copy of the Award shall be sent to the complainant and the Company.

(7) The Award passed shall lapse and be of no effect unless the complainant furnishes a letter of acceptance of the Award in full and final settlement of the claim to the Company within a period of 30 days from the date of receipt of the copy of the Award.

Provided that no such acceptance may be furnished by the complainant if he has filed an appeal.

(8) The Company shall comply with the Award and intimate compliance to the Ombudsman within 30 days from the date of receipt of the letter of acceptance from the complainant, unless it has preferred an appeal.

## **10. REJECTION OF A COMPLAINT**

(1) The Deputy Ombudsman or the Ombudsman may reject a complaint at any stage if it appears that the complaint made:

(a) is non-maintainable under clause 6; or

(b) is in the nature of offering suggestions or seeking guidance or explanation.

(2) The Ombudsman may reject a complaint at any stage if:

(a) in his opinion there is no deficiency in service; or

(b) the compensation sought for the consequential loss is beyond the power of

- the Ombudsman to award the compensation; or
- (c) the complaint is not pursued by the complainant with reasonable diligence; or
- (d) the complaint is without any sufficient cause; or
- (e) the complaint requires consideration of elaborate documentary and oral evidence and the proceedings before the Ombudsman are not appropriate for adjudication of such complaint; or
- (f) in the opinion of the Ombudsman there is no financial loss or damage, or inconvenience caused to the complainant.

## **11. APPEAL BEFORE THE APPELLATE AUTHORITY**

- (1) There shall not be any right of appeal to the Company for an Award issued for non-furnishing of documents/information.
- (2) The Company may, aggrieved by an Award or closure of a complaint within 30 days of the date of receipt of communication of Award or closure of the complaint, prefer an appeal before the Appellate Authority.
  - (a) Provided that in the case of an appeal by the Company, the period of 30 days for filing an appeal shall commence from the date on which the Company receives the letter of acceptance of Award by the complainant:
  - (b) Provided further that an appeal may be filed by a Company only with the previous sanction of the Chairman or the Managing Director/Chief Executive Officer or, in their absence, the Executive Director/Official of equal rank.
  - (c) Provided that the Appellate Authority may, if he is satisfied that the Company had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.
- (3) The complainant may, aggrieved by an Award or rejection of a complaint within 30 days of the date of receipt of the Award or rejection of the complaint, prefer an appeal before the Appellate Authority.  
Provided that the Appellate Authority may, if he is satisfied that the complainant had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.
- (4) The Appellate Authority's Secretariat shall scrutinise and process the Appeal.
- (5) The Appellate Authority may, after giving the parties a reasonable opportunity of being heard:
  - (a) dismiss the appeal; or
  - (b) allow the appeal and set aside the Award or order of the Ombudsman; or
  - (c) remand the matter to the Ombudsman for fresh disposal in accordance with such directions as the Appellate Authority may consider necessary or proper; or
  - (d) modify the order of the Ombudsman or Award and pass such directions as may be necessary to give effect to the order of the Ombudsman or Award so modified; or
  - (e) pass any other order as it may deem fit.
- (6) The order of the Appellate Authority shall have the same effect as the Award passed by Ombudsman or the order rejecting the complaint as the case may be.

## **12. GENERAL**

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Company from time to time.

## **13. REVIEW**



This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The board of directors of the Company shall annually review the functioning of the Grievance Redressal Mechanism. This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate Grievance Redressal Mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.

#### 14. DISCLOSURE REQUIREMENTS

- a. This policy along with salient features of the Scheme, a copy of the Scheme and the contact details of the Principal Nodal Officer shall be uploaded on the website of the Company at [www. https://automony.in](https://www.automony.in).
- b. The Company shall prominently display the name and contact details (Telephone/mobile number and E-mail ID) of the Principal Nodal Officer along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>) at its branches/places where the business is transacted.
- c. Further, the Company shall prominently display salient features of the Scheme in English, Hindi and the regional language in all its offices, branches and places where the business is transacted in such a manner that a person visiting the office or branch has adequate information on the Scheme.
- d. The Company shall further ensure that a copy of the Scheme is available in all its branches to be provided to the customer for reference upon request.



Mr. Rishab Bafna

Director

DIN.: 06492455

Place: Mumbai

Date:08/01/2024