

RBSG CAPITAL PRIVATE LIMITED

CIN: U65999MH2017PTC302565

Registered Office: 1002, Floor-10, Marathon Icon, Off, Ganpatrao Kadam Marg, Opp Peninsula Corporate Park, Lower Parel (W), Mumbai-400013

Email Id: rishabb@automony.in

POLICY ON GRIEVANCE REDRESSAL

INTRODUCTION

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 “Atma nirbhar” 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.

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- 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.

CARDINAL PRINCIPLES OF THE GRIEVANCE REDRESSAL

The Company shall be guided by the following cardinal principles while handling and redressing the Customer's Grievances:

- a) The Customers will be provided required information on how to raise their grievances over phone, designated e-mail ID, on-line (i.e., on the website of the Company) or by directly contacting the Grievance Redressal Officer.
- b) The process to raise a complaint / escalation / grievance would involve only relevant investigative questions without any kind of hassle to the customer.
- c) The Resolutions would follow the simple principle of ensuring an effective resolution of the Grievance.
- d) The responses would be consistent with the applicable RBI guidelines at all times as applicable to mitigate impact on customer on account of the grievance.
- e) The Company is committed to remain quick and consistent at all times in providing necessary information or process requested by the customer.

RESPONSIBILITIES OF THE BOARD OF DIRECTORS OF THE COMPANY

The Board of Directors of the Company shall be responsible for

- a) laying down the appropriate grievance redressal mechanism within the Company / organization which ensures that all disputes arising out of the decisions of Company functionaries are heard and disposed of at least at the next higher level.
- b) periodical review of the functioning of the Grievance Redressal Mechanism at various levels of management.
- c) reviewing consolidated report and status of the Grievances from time to time

REGISTRATION OF COMPLAINT

The Company shall enable registration of complaints by Customers through multiple channels. The various channels available to customers are as under:

- a) Over dedicated phone,
- b) Designated e-mail ID: Customers can send an email for redressal of their Grievance,
- c) Visiting nearest Branch,
- d) by directly contacting the Grievance Redressal Officer / In Person at the Registered Office of the Company and the Customers can speak to the officials-in charge at the Registered Office of the Company for resolution of their issues or register their grievances at the Office. Customers can reach out directly to Grievance Redressal officer over phone and / or designated e-mail.

GRIEVANCE REDRESSAL MECHANISM

The Company laid down the appropriate Grievance Redressal Mechanism within the

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organization. It ensures that all disputes arising out of the decisions of Company's institutions' functionaries are heard and disposed of at least at the next higher level.

The Board of Directors provides for periodical review of the compliance of the Fair Practices Code and the functioning of the Grievances Redressal Mechanism at various levels of management. A consolidated report of such reviews submitted to the Board at regular intervals, as may be prescribed by it.

The following information is displayed prominently, for the benefit of the borrowers, at all branches/places of the Company, where business is transacted:

- i. the name and contact details (Telephone / Mobile nos. as also email address) of the Grievance Redressal Officer who can be approached for resolution of complaints against the Company.
- ii. If borrowers complaint/concern is not redressed within a period of 30 days, borrower can lodge a complaint on RBI CMS portal - <https://cms.rbi.org.in>

Level 1 Escalation:

in case of any complaint / grievances of the borrowers, the same shall be intimated by them in writing to the grievance redressal officer. the grievance redressal officer shall immediately make all efforts to redress the grievances within 15 days.

Grievance Redressal Officer cum Nodel Officer

Mr. Shrirang Date

Chief Risk Officer

grievanceredressal@automony.in

022-49733139

(between 10:00 a.m. and 05:00 p.m., from Monday to Friday except on public holidays)

In case the complaint is not resolved within the given time or borrower are not satisfied with the solution provided through above channel, borrower may approach the following:

Level 2 Escalation:

Director of the Company at below contact details:

Mr. Rishab Bafna

Director

rishabb@automony.in

(between 10:00 a.m. and 05:00 p.m., from Monday to Friday except on public holidays)

borrower will receive response within 15 days. Please quote the reference of your earlier communication in this regard.

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Level 3 Escalation:

If borrower is still not satisfied with the resolution provided through various channels as stated above or if the complaint is not redressed within a period of 30 days, complainant may complaint under Ombudsman scheme to Centralised Receipt and Processing Centre under whose jurisdiction the Registered Office of RBSG Capital Private Limited falls.

The complaints under the Scheme made online shall be registered on the portal (<https://cms.rbi.org.in>). Complaints in electronic mode (E-mail) and physical form, including postal and hand-delivered complaints, shall be addressed and sent to the place where the Centralised Receipt and Processing Centre of the Reserve Bank is established, for scrutiny and initial processing.

Level 4 Escalation:

Alternatively, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI as per the following details under whose jurisdiction the Registered Office of the Company falls.

The Officer in Charge
The Reserve Bank of India,
Department of Non-Banking Supervision,
Central Office Centre I,
World Trade Centre,
Cuffe Parade,
Colaba, Mumbai – 400005

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.

Further, the Company ensures redressal of grievances of persons with disabilities under the existing Grievance Redressal Mechanism.

REVIEW

The Board shall review and amend this policy as and when required.

If at any point a conflict of interpretation / information between the policy and any regulations, rules, guidelines, notification, clarifications, circulars, master circulars/ directions issued by relevant authorities (“Regulatory Provisions”) arises, then interpretation of the Regulatory Provisions shall prevail.

In case of any amendment(s) and/or clarification(s) to the Regulatory Provisions, the policy shall stand amended accordingly from the effective date specified as per the Regulatory

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Provisions.

OVERRIDING EFFECT

In case any of the clause contained in this policy overrides the applicable RBI guidelines as may be issued and amended from time to time, the provisions stipulated in the RBI guidelines shall override the contents of this policy.



Mr. Rishab Bafna
Director
DIN.: 06492455
Place: Mumbai
Date:08/01/2024