

## 1) Introduction

- a. Customer focus is one of the core values of Neogrowth Credit Pvt. Ltd. (**‘the Company’**). The Company has a holistic approach towards setting up service standards and continuously improvising customer experience based on prompt corrective & preventive actions (including correction of the product features and process, wherever required) in order to avoid recurrence, and to provide excellent services to all segments of its customers.
- b. In order to ensure that the Company will be able to deliver customer satisfaction the company has outlined a Grievance Redressal Mechanism, for redressal of customer grievances, which will be used for the reference of customer touch-points and for addressing Customer grievances in an effective manner. The company will ensure the availability of this Grievance Redressal Mechanism in public domain.
- c. The Company have a robust grievance redress mechanism, which in no way compromised on account of outsourcing.

## 2) Scope

The processes contained in this document shall apply to all branches, offices and locations of the company across India and to all activities where there is an interaction with custom

## 3) Grievance Redressal organization structure

The Company will have a designated Grievance Redressal Officer and Principal Nodal Officer at their Mumbai Office, who will be taking care of all the grievances received across the locations of the organization with the support team.

## 4) Complaints received through Regulator/Government Authority / Departments:

### a. All complaint/s forwarded by the Reserve Bank of India.

#### i. Resolution of Complaints:

Upon receipt of complaints from the RBI, the Company shall file its written version in reply to the averments in the complaint enclosed therewith copies of the documents relied upon, within TAT provided by RBI.

#### ii. Award by the Ombudsman:

The Company shall give effect and intimate compliance to the award given by the RBI ombudsman, within TAT provided by RBI, unless it has preferred an appeal to the award before the appellant authority in terms of RBI instructions.

## 5) Strengthening of customer service rendered by Company as Credit Information (CI)

### a) Setting up of Nodal points/ officials by the Company as CI

Company has a dedicated nodal point/ official of contact for CICs for redress of customer grievances. Details of the nodal point/ official along with email ID and telephone/ mobile number has been furnished by Company to CICs.

### b) Reasons for rejection of requests for data correction by Company as CI

Company shall inform the customers the reasons for the rejection of their request for data correction, if any, to enable such customers to better understand the issues in the CIR.

## 6) Modes of Raising Complaints

Customers can report the grievances using the following channels of communication:

- **Helpdesk email:** Write to the customer service executive on the email ID [helpdesk@neogrowth.in](mailto:helpdesk@neogrowth.in) explaining the details of the issue / request or query concerned.
- **Central helpline:** Speak to our customer service representatives on helpline no. **1800-419-5565** or alternatively on **9820 655 655** between Monday to Saturday, 10:00 am to 6:00 p.m. (Excluding National Holidays).
- Customers can also address their grievance at the below mentioned address:  
**Customer Grievance Redressal Unit NeoGrowth Credit Pvt. Ltd.,  
Times Square, Tower E, 9th Floor,  
Andheri Kurla Road, Marol, Andheri East – 400059.**
- **Customer Walk-in's at Branch**  
Customers can visit the nearest branch in their location and lodge their complaints with the designated Officer at that branch.
- **Letter**  
If the customer has received no response from any of the previous channels, the customer also has an option of sending a physical complaint letter addressed to the Grievance Redressal Office or the Principal Nodal Office as per details given on the website and branches.

## 7) Process and resolution times for grievance

All the grievances reported to NeoGrowth through any of the above-mentioned channels are targeted to be resolved in **7 working days** and accordingly communicated to the customer. If the grievance takes more time to be resolved due to the external factors, viz credit bureaus dependencies or customer dependencies to submit any evidence of the claim, the grievance resolution status is communicated to the customer in the interim period.

## 8) Process of escalation

- a. In case customers do not receive a response within the committed timelines by the Company, they may escalate their grievance to the following Officers at the Company's head office:

<b>Escalation Matrix</b>	<b>Designation</b>	<b>Email ID</b>
1 <sup>st</sup> Level	Manager Customer Service	csmanager@neogrowth.in
2 <sup>nd</sup> Level (for response not received from level 1)	Grievance Redressal Officer	grievanceofficer@neogrowth.in
Final Level (for response not received from level 2)	Principal Nodal Officer	nodalofficer@neogrowth.in

- b. If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Reserve Bank of India through the complaint lodging portal: <https://cms.rbi.org.in/>

## 9) Reserve Bank – Integrated Ombudsman Scheme, 2021

- a. In case where the complaint was rejected wholly/partly by the Company and/or the customer is not satisfied with the reply; or the customer has not received any reply within 30 days from The Company, he/she may approach the RBI Ombudsman.
- b. Complaint can be made to RBI ombudsman within 1 year after the customer has received the reply from The Company or in case where no reply is received within 1 year and 30 days from the date of complaint.
- c. Copy of the scheme, salient features (in English, Hindi and regional language), name and contact details of Principal Nodal Officer along with the details of complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>) shall be prominently displayed in all the offices and branches, in such manner that a person visiting the office or branch has adequate information of the Scheme.
- d. The Principal Nodal Officers so appointed, by the Company, will be responsible for representing The Company and furnishing information to the Ombudsman with respect to the complaints filed against the Company.

**10) Display of Information regarding Grievance Redressal Mechanism:**

For the benefit of the customers the following information will be displayed **prominently** at the branches / places of the Company where business is transacted and on the company website.

- i. The name and contact details (Telephone nos. and Email address) of the **Grievance Redressal Officer** who can be approached by the public for resolution of complaints against the Company.\
- ii. 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>).
- iii. If the complaint / dispute is **not redressed within a period of one month**, the customer may appeal through complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>).
- iv. Copy of the Integrated Ombudsman scheme, salient features of Scheme (in English, Hindi and regional language), name and contact details of Principal Nodal Officer along with the details of complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>)

**11) Grievance review mechanism**

- v. The Company's management reviews the status of grievance redressals at regular intervals and the required actions are taken in the respective processes and systems. Quarterly Report on the pending Grievance Redressal with ageing of grievances pending is reported to the Board of Directors."

**12) Reference RBI Circulars**

- Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023
- 'Guidelines on Fair Practices Code for NBFCs – Grievance Redressal Mechanism-Nodal Officer' dated February 18, 2013.
- Reserve Bank – Integrated Ombudsman Scheme, 2021

**Note:** If at any point a conflict of interpretation/information between this Policy and any Regulations, Rules, Guidelines, Notification, Clarifications, Circulars, Master Circulars/ Directions by RBI arise then the interpretation of such Regulations, Rules, Guidelines, Notification, Clarifications, Circulars, Master Directions issued by RBI shall prevail.