RAJKOT INVESTMENT TRUST LIMITED

GRIEVANCE REDRESSAL POLICY

1. PREAMBLE

The Company is committed to providing efficient, transparent and fair services to its customers. The Company recognizes that customer satisfaction is the cornerstone of its business and that an effective grievance redressal mechanism is essential for maintaining customer confidence.

This Grievance Redressal Policy (“Policy”) is framed in accordance with:

- Reserve Bank of India Act, 1934;
- RBI Master Direction – Non-Banking Financial Company – Scale Based Regulation Directions, 2023;
- RBI Fair Practices Code Guidelines;
- RBI Integrated Ombudsman Scheme, 2021;
- Other applicable laws and regulations.

2. OBJECTIVES

The objectives of this Policy are:

a) To provide a fair and transparent mechanism for addressing customer grievances;

b) To ensure timely resolution of complaints;

c) To improve customer service standards;

d) To strengthen customer confidence in the Company’s operations;

e) To comply with RBI regulatory requirements.

3. APPLICABILITY

This Policy shall apply to all customers, borrowers, applicants and other stakeholders dealing with the Company.

The Policy shall cover grievances relating to:

- Lending operations;
- Customer service;
- Recovery practices;
- Interest and charges;

- Documentation;
- Digital lending services;
- Employee conduct;
- Data privacy and confidentiality;
- Any other service provided by the Company.

4. GUIDING PRINCIPLES

The Company shall ensure that:

- Customers are treated fairly and courteously at all times;
- Complaints are handled efficiently and promptly;
- Customers are informed about available grievance redressal channels;
- Complaints are addressed objectively and impartially;
- The grievance redressal process is transparent and accessible.

5. GRIEVANCE REDRESSAL MECHANISM

Level 1 – Customer Service / Branch Office

Customers may submit complaints through:

- Branch Office;
- Customer Service Desk;
- Email;
- Telephone;
- Company’s Website;
- Written communication.

The complaint shall be acknowledged within a reasonable period.

The concerned department shall endeavor to resolve the complaint within 7 working days from receipt.

6. ESCALATION MECHANISM

Level 2 – Grievance Redressal Officer

If the customer is not satisfied with the response at Level 1, the complaint may be escalated to:

RAJKOT INVESTMENT TRUST LIMITED

Grievance Redressal Officer

Name: Surabhi Mahnot

Designation: Company Secretary

Address: M-23, Super Tex Tower. Opp., Kinney Talkies, Ring Road, Surat- 395002, Gujarat

Phone: +91 8128172521

Email: rajkotitltd@gmail.com

The Grievance Redressal Officer shall examine the complaint and provide a response within 15 working days from receipt.

7. RBI INTEGRATED OMBUDSMAN SCHEME

If the complaint is not resolved within 30 days from the date of receipt by the Company, or the customer is dissatisfied with the resolution provided, the customer may lodge a complaint under the RBI Integrated Ombudsman Scheme, 2021.

The details of the Ombudsman Scheme shall be displayed at:

- Registered Office;
- Branch Offices;
- Company's Website.

The Company shall provide customers with details of the RBI Complaint Management System (CMS) Portal and other modes of filing complaints.

8. COMPLAINT REGISTRATION CHANNELS

Customers may lodge complaints through:

A. Email

Email ID: rajkotitltd@gmail.com

B. Website

Complaint registration facility available on the Company's website.

C. Written Communication

Addressed to the Registered Office or Branch Office.

D. Telephone

Customer Care Number: 8128172521

E. Physical Submission

At any branch or office of the Company.

9. COMPLAINT HANDLING PROCEDURE

Upon receipt of a complaint:

Step 1 – Registration

The complaint shall be recorded in the Complaint Register/System.

Step 2 – Acknowledgement

Acknowledgement shall be provided to the complainant.

Step 3 – Investigation

The concerned department shall investigate the complaint.

Step 4 – Resolution

Appropriate corrective action shall be taken.

Step 5 – Closure

The customer shall be informed of the resolution and closure of the complaint.

10. TYPES OF COMPLAINTS

The Company shall address complaints relating to:

- Delay in loan processing;
- Incorrect interest charges;
- Non-receipt of documents;
- Recovery agent misconduct;
- Service deficiencies;
- Data privacy concerns;
- Mis-selling of products;
- Digital lending issues;
- Customer communication issues;
- Any other operational concerns.

11. RECOVERY RELATED COMPLAINTS

The Company shall ensure that:

- Recovery agents act professionally;
- No harassment, intimidation or coercion is used;
- Customers are treated with dignity and respect;
- RBI guidelines relating to recovery practices are strictly followed.

Complaints against recovery agents shall receive priority attention.

12. RECORD MAINTENANCE

The Company shall maintain records of:

- Complaints received;
- Nature of complaints;
- Actions taken;
- Resolution timelines;
- Pending complaints.

Such records shall be preserved in accordance with applicable laws and the Company's record retention policy.

13. REVIEW AND REPORTING

The Grievance Redressal Officer shall periodically submit reports to the management regarding:

- Number of complaints received;
- Nature of complaints;
- Resolution status;
- Systemic issues identified;
- Corrective measures implemented.

The Board of Directors may review the effectiveness of the grievance redressal mechanism periodically.

14. CUSTOMER AWARENESS

The Company shall:

- Display grievance redressal details prominently at all offices;

- Publish this Policy on its website;
- Communicate grievance channels to customers through appropriate means.

15. CONFIDENTIALITY

All complaints and related information shall be treated confidentially and used only for investigation and resolution purposes.

16. REVIEW OF POLICY

This Policy shall be reviewed at least annually or whenever required due to regulatory changes, business requirements or operational considerations.

17. AMENDMENTS

The Board of Directors may amend this Policy from time to time in accordance with RBI guidelines and applicable laws.

18. EFFECTIVE DATE

This Policy shall become effective from the date of approval by the Board of Directors and shall remain in force until modified or replaced.