



PRAVEEN CAPITAL PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

Tables of Content

SL No.	Particulars	Page No.
1	Introduction	2
2	Overview	2
3	Purpose	2
4	Mechanism for Complaints	3
5	Time Frame / Escalation	5
6	Review	6
7	Disclosure	6

INTRODUCTION

Praveen Capital Private Limited (hereinafter referred as “the Company” or “PCPL”) a Non-Banking Financial Company (‘NBFC’) holding a valid Certificate of Registration (“CoR”) with Reserve Bank of India (‘RBI’) vide registration no. B-02.00258 under current RBI classification as NBFC - Investment and Credit Company (NBFC-ICC) – Non Deposit taking Non Systemically Important (‘ICC-ND-NSI’).

OVERVIEW

Praveen Capital Private Limited, (“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 guidelines issued by the Reserve Bank of India (“RBI”), as applicable to non-banking financial companies, for maintenance of an appropriate grievance redressal mechanism within the organisation to resolve the complaints and grievances of its customers, the Company has formulated this Grievance Redressal Policy (“Policy”) setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company (“Complaints”), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

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.

PURPOSE

The purpose of the policy is to ensure that:

- All customers are treated fairly and without bias at all times.
- All issues raised by customers are dealt with courtesy and resolved on time.
- The Customers are informed of the avenues to escalate their Complaints within the Company
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with response or resolution to their complaint

MECHANISM FOR COMPLAINTS

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

The Company will always make effort to redress the complaints of the customers at the earliest and in the best possible way and provide the customer with our best services.

Level- 1

The customer may visit to the nearest Branch of the Company and the complaint logged in the “Complaint Register” maintained at the branches (During the working hours from 09.30 A.M To 5.30 P.M.). The Branch Manager will act as a first point contact for the customer wherein he can make his complaint in writing.

Level- 2

In the event of non-disposal of complaint by the designated Branch manager within 15 days, the same will escalate to the Grievance Redressal Officer, who would take steps to resolve the same expeditiously 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 given under

Mr. Karthik SN, the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company at the following address: -

Mr. Karthik SN

Grievance Redressal Officer

Praveen Capital Private Limited

Registered Office: 1st Floor, Embassy Plaza F-3B and F -3C, Pumpwell,
Kankanady Village Mangalore D.K -575002

Head Office : 3rd Floor, Shri Ganesh Complex, Main road Darbe, Puttur, Karnataka 574202

Mail ID: Customercarepcpl@sgcorporates.com

Contact No.: +91 9449868177

Landline No.: +91 9019926119

Level- 3

For the complainants who are not satisfied with the response or do not receive a response from Compliance Officer within 21 Working days from the date of the complaint. **If more time is required, the Company will inform the customer expected timeline.** The Reserve Bank of India has introduced a web based mechanism “Complaint Management System (CMS)”, for lodging Complaints / Grievances by Citizens of India which may include the customers as well. This is known as Public Grievance portal (<https://cms.rbi.org.in/>). Customers may make use of the said Portal to communicate their grievances to the Company. 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 RBI on below address:

Address of NBFC Ombudsman	
C/o Reserve Bank of India 10/3/8, Nrupathunga Road Bengaluru -560 001 STD Code: 080 Tel. No. 22277660/22180221 Email : cpc@rbi.org.in	C/o Reserve Bank of India, 06, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23313359 / 23715393 Email : cms.nbfconewdelhi@rbi.org.in
C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Telephone No : 25395964 Fax No : 25395488 Email : cms.nbfcochennai@rbi.org.in	C/o Reserve Bank of India, 1st Floor, RBI Byculia Office Building, Opp. Mumbai Central Railway Station, Byculia, Mumbai-400 008 STD Code: 022 Tel No.: 23001285 Email : cms.nbfcomumbai@rbi.org.in

The complainant is required to provide the below minimum details:

1. Name of the complainant, age and gender;
2. Full postal address of the complainant with personal e-mail ID, mobile number (mandatory to receive notifications), and landline number (if available);
3. Name and address of the branch or office of the RE against which the complaint is filed;
4. Complete facts giving rise to the complaint, including, transaction details, the details of the complainant's account number, and any other details to the extent that they are relevant to the subject matter of the complaint;
5. Date and details of the representation submitted to the RE for redressal of grievance and reply, if any, received from the RE;
6. The nature and extent of the loss caused to the complainant; and
7. The relief sought; along with
8. Declaration that the complaint is not non-maintainable as per Clause 10 of the RB-IOS 2021.

Note: The complainant shall submit, along with the complaint, copies of the relevant documents supporting the complaint.

TIME FRAME / ESCALATION

The Company will always make effort to redress the complaints of the customers at the earliest and in the best possible way and provide its best services. In the event of non-disposal of complaint by the Branch Manager/ Grievance Redressal Officer, the same will escalate to the Compliance Officer, who would take steps to resolve the same expeditiously.

- i. All efforts will be made to resolve each complaint received generally within the stipulated time.
- ii. There may be some complaints which require deeper analysis from all possible angles which may cause delayed resolution of the complaint. In such cases, Praveen Capital Private Limited will try to resolve the grievances at the earliest, depending on the nature of the case. Such delay in addressing the complaint beyond the prescribed time limit shall be conveyed to the complainant along with reasons for the same.
- iii. If the complaint / dispute related to customer, is not redressed or remains unresolved within a period of 30 days by the Branch Manager/ Grievance Redressal Officer/Compliance Officer, the customer may appeal to the Officer-in-Charge of the Department of Supervision of Reserve Bank of India.

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.

DISCLOSURE

This policy shall be uploaded on the website of the Company at <https://praveencapital.in/>