

**NJ Capital Private Limited**  
**Grievance Redressal Policy:**

**Introduction:**

This Customer Grievance Redressal Policy is framed to ensure the best services to the customers of NJ Capital Private Limited ( the “Company”) and to comply with the Guidelines of Fair Practices Code prescribed by the Reserve Bank of India to enable the customers of the Company to lodge their complaints / grievances or give their feedback and suggestions to the Company in relation to their dealings with the Company including financial assistance, if any, being provided for them and for redressing the same in a time bound manner, by following the provisions as provided herein (The Grievance Redressal Policy).

**A) Definitions:**

**The following terms are used in this policy with the meaning specified herein:**

1. “**Board**” shall mean the Board of Directors of Company as may be appointed from time to time.
2. “**Customers**”, means all Business entities, Body Corporate, Individuals and other financial intermediaries, who may avail financial and other facilities from the Company, as per the policies of the Company.
3. “**Grievances**” shall mean requests, complaint, resentment, dispute, disagreement etc. arising out of the practices, procedures and codes, followed by the Company in its customer dealings.
4. “**Working Days**” shall mean any day on which banks generally are open in Surat, for the transaction of normal banking business and does not include Saturdays, Sundays, National and Public Holidays declared in the State of Gujarat.
5. “**Master Distributor**” shall mean the NJ India Invest Private Limited, the Holding Company of NJ Capital Private Limited.

**B) Governing Principles:**

Customer complaints constitute an important voice of a customer and following shall be guiding principles at the Company for dealing with customer complaints:

- Customers shall be treated fairly at all times
- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner
- Customers shall be informed of avenues to escalate their complaints within the organization, and their rights in cases when their complaints are not resolved in a timely manner or when they are not satisfied with the resolution of their complaints

- Employees and outsourced agencies shall work in good faith and without prejudice, with all customers

**C) Grievance Redressal Mechanism:**

The customer satisfaction is our priority and we are committed to provide our customers best in class experience. Whilst all efforts are taken to give customers the best services to avoid any grievances. The customers are intimated that they can record their grievances; if any; in person, writing or verbally in accordance with the mechanism to handle customer grievance.

**D) Turn Around Time for resolution of Grievance:**

**Turn Around Time** for resolution of Grievance, from date of receipt of complaint:

In case of Queries, Feedback, Request relating to Customer account: 3 working days

In case of Complaints and Grievance related to service (other than the one mentioned below): 7 working days

Critical, Legal cases and cases which need retrieval of documents and exceptionally old records: 15 working days

If any case needs additional time, the Company will inform the customer the reasons of delay in resolution within the **Turn Around Time** specified above and provide expected time lines for resolution of the complaint.

**E) Mechanism to handle customer Grievance:**

**I. Customer Support :**

Customers who wish to provide feedback or send their complaint may use the following channels between 10:00 a.m. to 07:00 p.m. on a Working Day and can lodge their Grievance through any of the following method:

1. Call – Customer Support Help Desk on 1800 200 0155 (Toll-Free)
2. Website – Customers can visit the website of the Company at <http://www.njcapital.in> and lodge their complaint through the Customer Support; or

3. Visit – Head Office of the Company or Branch of the Master Distributor of the Company for registration of their grievances. Oral complaints, if any should be followed by submission of a written complaint; or
4. Email: Customers can send their grievance through email at [grievance@njgroup.in](mailto:grievance@njgroup.in) or
5. Letter: Write to the Grievance Redressal Officer, NJ Capital Private Limited, Block No.901, 6th Floor, B Tower, Udhna Udyognagar Sangh Commercial Complex, Central Road No.10 Udhna Surat – 394210, Gujarat, India.

Customers shall ensure that they quote their application no. / sanction no. / loan account no. in every correspondence with the Company regarding their complaint. Anonymous complaints will not be addressed in terms of this Customer Grievance Redressal Mechanism.

The representative of Customer Support may internally escalate the issue to the Operations teams of the Company. Such escalation will be informed to the Customer through email at their respective mail ID registered with the Company.

The resolution of Grievance shall be provided by the Company within the Time Frame of 3/7 / 15 working days depending upon the case.

## **II. Escalation Matrix – Primary Level**

If a customer is not satisfied with the resolution provided by the Company in the specified period of 3 / 7 / 15 working days, the customer can escalate the issue to:

**Chaitanya S. Chunduri**

**Grievance Redressal Officer**

Block No.901, 6th Floor, B Tower,

Udhna Udyognagar Sangh Commercial Complex,

Central Road No.10 Udhna Surat – 394210, Gujarat, India.

Telephone No.: 0261 4025624/5901

Email – [chaitanya.cs@njgroup.in](mailto:chaitanya.cs@njgroup.in)

## **III. Escalation Matrix – Secondary Level**

In case a grievance / complaint is not redressed within a period of one month, the customer may appeal to:

**Department of Non-Banking Supervision,**

Ahmedabad Regional Office,

**Reserve Bank of India,**

1<sup>st</sup> Floor near Gandhi Bridge Ahmedabad - 380014

Telephone No.: 079 27545652/0581

Fax No.: 079 27541422

Email: [dnbsahmedabad@rbi.org.in](mailto:dnbsahmedabad@rbi.org.in)

**F) Reporting and Review by the Board:**

The Board of the Company shall periodically review the Customer Grievance Redressal Mechanism to ensure that process deficiencies, if any, are addressed. The Summary of the customer grievance report along with its Status Report indicating the actions taken for resolution of the complaints, shall be placed before the Board for their review on annual basis by the Grievance Redressal Officer of the Company.

The report shall contain information like, the total number of complaints received, disposed off and pending, with reasons thereof, which will be placed before the Board for information / guidance.

**G) Implementation:**

- This Policy shall come into effect from 1 June 2019.
- A legitimate display of the Grievance Redressal Mechanism shall be made at all times at the premises and the website of the Company.

This Policy has been approved by the Board of Directors in its meeting dated 1<sup>st</sup> June 2019. This Policy is issued under the order and authority of Board