

## **GRIEVANCE REDRESAL POLICY**

### **I. BACKGROUND**

Manba Finance Limited (hereinafter referred as the “Company” or “MFL”) is registered as a Non-Deposit Accepting Non-Banking Financial Company (‘NBFC’) and categorized as a NBFC – Middle Layer as per the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 (as amended from time to time) (“Master Direction”) with an aim to reduce customer dissatisfaction. This policy is aimed at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances.

### **II. OBJECTIVES OF THE POLICY**

The primary objectives of this policy are as follows:

- Fair Treatment : Every customer will be always treated fairly and without bias.
- Courteous and Timely Resolution : Customer concerns will be addressed promptly, with a focus on achieving timely resolutions.
- Customer Awareness of Rights : Customers will be fully informed of their rights, empowering them to seek alternative remedies if they are dissatisfied with our response or resolution. MFL is committed to making significant efforts to raise awareness about the grievance redressal mechanism.
- Review : The company will implement a regular review process for customer grievances at various levels to enhance the quality and effectiveness of our customer service.

This policy is inclusive and applies to all customers of MFL, covering matters communicated through our officially recognized channels of communication and interaction.

### **III. SCOPE**

The processes contained in this document are applicable to all branches and offices of MFL, including business locations and towards all activities where there is an interaction with a customer.

The document contains seven sections:

1. Capturing Customer grievances
2. Resolving the Customer grievances
3. Improvements in processes/ practices within the purview of GRO leading to enhanced Customer satisfaction
4. Internal Ombudsman and the scope of work
5. Reports
6. TAT
7. Review

## **1. PROCEDURE FOR RAISING A COMPLAINT WITH THE CUSTOMER CARE TEAM**

Customers can raise their complaints through the following means:

- By physically visiting the premises of the Company's branches or head office between 10:00 a.m. and 6:30 p.m., from Monday to Saturday (except on public holidays) and raising a complaint through designated official;
- By sending a letter by way of post to the address of respective branch offices or the head office;
- By writing an email addressed to [info@manbafinance.com](mailto:info@manbafinance.com);
- By placing a call on the helpline number 0222-62346666 between 10:00 a.m. and 6:30 p.m., from Monday to Saturday (except on 2<sup>nd</sup> Saturday and public holidays); or
- By utilizing the 'Online form' on the Company's website ([www.manbafinance.com](http://www.manbafinance.com)).

All the Complaints raised through above means will be forwarded to the Customer Care Team for resolution at First level. Each customer should provide the following information while raising a complaint through any of the appropriate channels:

- a. Customer's full name as per the records submitted to the Company;
- b. Customer's complete correspondence address;
- c. Loan number
- d. Registered mobile number / phone number; and
- e. Email ID (if available)
- f. Bank details of the Customer if the Complaint is with respect to updation or rectification of Credit Information

After the complaint is registered with the Company, the complainant will receive a message mentioning the complaint ticket number on the mobile number/email ID provided by him/her at the time of lodging the complaint.

## **2. PROCEDURE FOR ADDRESSING A COMPLAINT BY THE CUSTOMER CARE TEAM**

The customer care team will follow the procedure outlined below to address and resolve complaints received from all the accepted channels under this Policy.

- a. First call resolution:  
For all complaints which can be resolved immediately when raised, the response should be provided as soon as possible, preferably in the same form and on the same channel through which the complaint was received.
- b. Resolution post-verification:  
For the complaints which must be verified and may need further investigation and / or support from other departments and hence cannot be resolved immediately, the customer should be informed about the expected timelines of closure. For these complaints, tickets should be raised and assigned to the concerned departments on priority.
- c. During the time it takes to reach a resolution, the relevant department of the Company will be in contact with the complainant at defined intervals / milestones to communicate the progress on resolving the complaint. In case of any delay envisaged in arriving at a resolution, the customer will be duly informed outlining reasons for the delay.

- d. Once a resolution has been reached, the customer will be provided with all the information pertaining to the resolution of his complaint including all the supporting documents, preferably in the same form and on the same channel through which the complaint was received.

The customer has option to raise further query on the given response.

- a. The company will wait for the customers to respond within three days of the response submitted by the company and post the end of the three days, the company shares the mail to the customer requesting for their response on the resolution of the complaint. The company also request the customer to respond within 24 hours from the communication, otherwise the complaint would be treated as closed. The customer has an option to re-open the new query if required in future.
- b. The Company will also contact the customer via telephone to gather feedback and understand the status of the resolution.
- c. If there is no response within the 24 hours or if the communication on call is satisfactory with the customer then the company may close the complaint. The company sends the communication to the customer stating the closure of the complaint.
- d. If there is no response received from the customer, then the complaint is reviewed by the CRM head and the complaints is closed with his approval only.

### 3. ESCALATION MECHANISM

If a customer remains dissatisfied with the resolution obtained through the customer support process, they have the option to escalate the complaint by referring to our grievance matrix available on our website. The details of the Grievance Redressal Officers and the escalation matrix are provided below for the customer's convenience:

**Level 1:** A customer can escalate the matter to our customer relationship manager:

Name: Ms. Krutika Vorani  
Designation: Customer Relationship Manager (CRM),  
Manba Finance Limited  
Address: A-79, Road no 16,  
Wagle Estate, Thane – 400604  
Email: [krutikas@manbafinance.com](mailto:krutikas@manbafinance.com)

**Level 2:** A customer not satisfied with the response received or doesn't receive any response from Level 1, can further escalate the matter/ query/ complaint to the below:

Designation: Grievance Redressal Officer (Nodal Officer)  
Address: A-79, Road no 16,  
Wagle Estate, Thane – 400604  
E-mail ID: [nodalofficer@manbafinance.com](mailto:nodalofficer@manbafinance.com)

**Level 3:** If the customer is not satisfied with the resolution received or if the customer does not hear from MFL within the prescribed timelines, then he/she may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> or send your complaint form (format) to the below mentioned address:

Centralized Receipt and Processing Centre,  
Reserve Bank of India, 4th Floor, Sector 17,  
Chandigarh – 160017  
Toll free No. – 14448

#### **4. DISPLAY OF GRM**

For the benefit of the customers, the Company has displayed the GRM prominently, in all the office premises of the Company. The customers can also access the GRM on the website of the Company through the link <https://www.manbafinance.com/grievance-redressal.html>.

#### **5. PROCESS IMPROVEMENTS**

Based on the findings and validation of complaints handled by the Internal Ombudsman, a thorough root cause analysis is conducted on the top categories of complaints to identify any significant gaps and lapses in existing processes. The insights and feedback gathered from this analysis are systematically shared with all relevant teams. This collaborative approach ensures that corrective actions are implemented effectively to enhance our service quality and minimize the recurrence of similar issues in the future.

#### **6. REVIEW**

The Board of Directors shall review this Policy at least on a yearly basis. In case, there are any regulatory changes requiring modifications to the Policy, the Policy shall be reviewed and amended accordingly. Any other conditions/ procedure which may not be covered under this Policy shall be read as per the SBR Framework and related guidelines / circulars issued by the RBI.