



**ABANS FINANCE PRIVATE LIMITED**

**GRIEVANCE REDRESSAL POLICY**

**Version III**

<b>Version</b>	<b>Adoption/Amended</b>	<b>Authority</b>	<b>Date</b>
<b>I</b>	<b>Adoption</b>	<b>Board of Directors</b>	<b>April 4, 2019</b>
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## **I. POLICY STATEMENT AND PURPOSE**

**Abans Finance Private Limited** ('AFPL' or 'the Company') is a Material subsidiary of Abans Financial Services Limited. From March 31, 2024, it has been categorized as a Middle-Layer NBFC (NBFC-ML). The purpose of this Policy is to comply with all applicable regulatory requirements and maintains the highest standards of corporate governance, risk management, and ethical conduct.

The Company recognises its responsibility towards its customers and in line has adopted a Grievance Redressal Policy to enable its customers to lodge their Queries / complaints / grievances &/or give their feedback / suggestions, in relation to their interactions with the Company, including financial assistance, the policy is in line with the Fair Practices Code as adopted by the Company and the terms of **Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025**, including any statutory amendments thereof.

## **II. SCOPE**

This policy applies to all customers who are availing the services of the Company.

## **III. OBJECTIVES**

The Grievance Redressal Policy has been established to ensure the prudent protection of customer interests and to maintain compliance with the Fair Practices Code guidelines. The Company is committed to treating all customers fairly and without bias at all times. The Complaints raised by customers shall be handled with courtesy and resolved in a prompt and efficient manner.

## **IV. PROCESS**

### **A. Complaint**

A Customer may lodge their complaint pertaining to deviations from standard norms and practices, behaviour of personnel, products and services, non-adherence to Fair Practices Code, etc. to the Company Secretary. The Customer may submit their grievance through the below mentioned processes:

#### **1) Through Letter:**

The Customers may address their correspondence to the Company at its Registered Office, the details of which are provided below;

**The Company Secretary**  
Abans Finance Private Limited  
36,37,38A, Floor 3, Nariman Bhavan,  
Backbay Reclamation, Nariman Point,  
Mumbai, Maharashtra, India, 400021

The Registered Office of the Company shall remain open during 09:30 a.m. to 06:00 p.m. from Monday to Friday, except public holidays.

**2) Through E-mail:**

The Customer may also submit their grievances through email at [abansfinance@abans.co.in](mailto:abansfinance@abans.co.in) by giving full disclosures and details of the complainant.

The Complaints received by e-mail shall be acknowledged by e-mail.

**B. Redressal**

Multiple levels of grievance redressal channels available for customers are as follows:

Escalation matrix	
Level 1	Company Secretary
Level 2	Chief Compliance Officer
Level 3	Grievance Redressal Officer / Principal Nodal Officer
Level 4	RBI Complaint Management System as per the RBI Integrated Ombudsman scheme

**Level 1**

The Company Secretary will acknowledge the customer issue and capture the same in the appropriate system for resolution within defined timelines.

If the customer is not satisfied with the response or resolution offered then the customer may choose to refer the matter to Level 2 i.e., Chief Compliance Officer

**Level 2**

Chief Compliance Officer will acknowledge the customer's issue and capture the same in the appropriate system for resolution in a timely manner.

If the customer is not satisfied, the customer may escalate the matter to Level 3 i.e. Grievance Redressal Officer / Principal Nodal Officer

**Level 3**

Grievance Redressal Officer / Principal Nodal Officer will acknowledge the customer issue and capture the same in the appropriate system.

Grievance Redressal Officer & Principal Nodal Officer shall be responsible for overall governance of complaints management, investigation of repeat complaints, analysis to improve the internal processes.

**Level 4**

All complaints received through the aforementioned channels shall be addressed and resolved within a period of one month from the date of receipt. In the event that a complaint remains unresolved within this stipulated timeframe, the customer may approach the RBI Ombudsman Office by lodging a complaint online at the given link

<https://cms.rbi.org.in> or may write to below mentioned address, under whose jurisdiction the Company is registered ;

**Officer-in-Charge**  
**Reserve Bank of India**  
**Department of Non - Banking Supervision,**  
Mumbai Regional Office,  
3rd Floor, RBI Building,  
Opp Mumbai Central Railway Station,  
Byculla, Mumbai - 400 008.  
Telephone No: 022 2308 4121

## **V. DISCLOSURE**

The Company shall for the benefit of its customers, display the following information prominently, at its registered office and at all of its places of business:

Grievance Redressal Officer (GRO)	Mr. Mahesh Kumar Cheeruvedu
E-mail:	<a href="mailto:abansfinance@abans.co.in">abansfinance@abans.co.in</a>
Tel:	022 6179 0000

## **VI. REPORTING TO THE BOARD OF DIRECTORS**

A comprehensive report detailing all customer grievances received during the quarter, the corresponding remedial actions undertaken, and the current resolution status of each complaint shall be submitted to the Board of Directors on a quarterly basis. The report shall include details such as the total number of complaints received, resolved, and pending, along with reasons for any unresolved cases and any other material information deemed necessary.

## **VII. OUTSOURCING**

The provisions of this Policy shall, mutatis mutandis, apply to and govern any issues arising from services rendered by a Service Provider, whether such provider is a group entity or an unrelated third party, in the event that the Company has outsourced any of its functions.

## **VIII. AMENDMENT**

The Board of Directors of the Company reserves the power to review and amend this Policy from time to time, subject to revision / amendment in accordance with applicable laws as may be issued by relevant statutory, governmental and regulatory authorities, from time to time. In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant statutory, governmental and regulatory authorities are not consistent with the provisions laid down under this Code, then such amendment(s), clarification(s), circular(s) etc. shall prevail upon the provisions hereunder.

# CUSTOMER GRIEVANCE REDRESSAL FLOWCHART

