



ABANS FINANCE PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

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I. PREFACE

Abans Finance Private Limited (the 'Company') is a subsidiary of Abans Holdings Limited and has a Certificate of Registration from RBI enabling the Company to carry on its business as a Non-banking Finance Company (NBFC) and is further classified as a Systemically Important Non-Deposit taking Company.

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 RBI Master Direction No. DNBR.PD.008/03.10.119/2016-17 dated September 1, 2016 as amended i.e. Master Direction - Non-Banking Financial Company - Systemically Important Non-Deposit taking company and Deposit taking Company (Reserve Bank) Directions, 2016, including any statutory amendments thereof.

II. OBJECTIVE OF THE POLICY

The Grievance Redressal Policy is put in place to ensure prudent management of Customers' interest and to comply with the Guidelines of Fair Practices Code.

III. PROCESS

1. Complaint

A Customer may lodge his/her complaint pertaining to deviations from standard norms and practices, behavior of personnel, products and services, non-adherence to Fair Practices Code, etc. to the Grievance Redressal Officer (GRO) – Mr. Abhishek Bansal.

The Customer may submit their grievances:

A. Through Letter:

The Customer may write to the Company at its Registered Office, as per the details given below:

Mr. Abhishek Bansal
Grievance Redressal Officer (GRO)
Abans Finance Private Limited
36, 37, Floor-3, Plot-227, Nariman Bhavan,
Vinayak Kumar Shah Marg, NCPA,
Nariman Point - Mumbai 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.

B. Through E-mail:

The Customer may also submit their grievances through email at abansfinance@abans.co.in by giving full disclosures and details of the complainant. Complaints received by e-mail shall be acknowledged by e-mail.

The Customer who has raises Grievance through any of the aforesaid mode, shall receive an acknowledgement of receipt of such complaint within 2 working days

2. Redressal

The Complaints received through the aforementioned modes, shall be disposed off within a period of 1 month from the date of receipt of the Complaint.

If the complaint is not redressed within the aforementioned period, the customer may appeal to the Officer-in-Charge of the Regional Office of Reserve Bank of India under whose jurisdiction the Company is registered at the below mentioned address:

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

IV. 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. Abhishek Bansal

E-mail: abansfinance@abans.co.in

Tel: 022 6179 0000

V. REPORTING TO THE BOARD OF DIRECTORS

A Summary of the Customer Grievance redressals along with actions initiated and the status of the Complaint shall be reported to the Board of Directors every quarter. The report shall contain information like, the total number of complaints received, resolved and pending, with reasons thereof and any other material information, as required necessary.

VI. 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.