

	NEDFi's Customer Grievances Redressal Policy (NCGRP)	Doc. No: NEDFi/Policy/NCGRP Version: NCGRP 5.0 Revision No: 4 Revision Date: 25.04.2025
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NEDFi's

Customer Grievances Redressal Policy

(Version 5.0)

April 2025



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Customer Grievances Redressal
Policy (NCGRP)**

Doc. No: NEDFi/Policy/NCGRP
Version: NCGRP 5.0
Revision No: 4
Revision Date: 25.04.2025

Policy Title	NEDFi's Customer Grievances Redressal Policy (NCGRP)
Version Number	NCGRP - 5.0
Effective Date	Effective Date 03.08.2012
Initiated	Risk Management Department
Reviewed	Grievance Redressal Cell
Approved by	Board of Directors
Last Revision	--
Next Revision	--
Policy Contains	11 Pages (Including cover page)

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Grievance Redressal Cell

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“Customer Grievances Redressal Policy” of NEDFi

1. Introduction

As per the Reserve Bank of India Guidelines on Fair Practice Code advising the Board of Directors of NBFCs to lay down appropriate grievance redressal mechanism to resolve disputes arising between the NBFC and its applicant / borrowers, the Grievances Redressal Policy of NEDFi is laid down.

Customer service is very important for sustained business growth. This policy document aims at minimizing instances of customer complaints and resolving grievances through proper mechanism and to ensure prompt redressal of customer complaints and grievances. To make the redressal mechanism achieve its objective, just and fair, a structured system within the given frame-work of guidelines, rules and regulation is built in.

2. Scope of the Grievances Redressal Committee

Grievances may arise due to:

- a. The attitudinal aspects in dealing with the customers/ borrowers.
- b. Inadequacy in service delivery or gaps in the standard of services expected and actual services rendered in the matters relating to lending business.
- c. Any grievance relating to interest rate, penal interest, interpretation of covenants of loan documents or any other grievances in the matters relating to lending.
- d. Other issues having a bearing on the quality of customer service in lending activities.

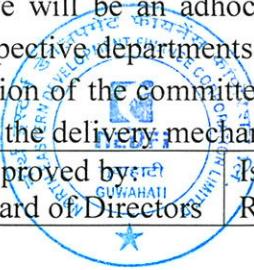
3. Grievances Redressal Committee

The members constituting the Grievances Redressal Committee are as under:

• Smt. Olee Bora, GM	- Chairman of the Committee
• Sri Lemli Loyi, GM	- Member
• Sri. R. E. Zeliang, GM	- Member
• Smt. Jumita Saikia, AGM	- Nodal Officer

Departmental representative will be an adhoc member of the Committee on grievance matters relating to their respective departments. Further, the CMD shall be the competent authority for addition/deletion of the committee members for operational expediency and to improve effectiveness of the delivery mechanism.

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4. Collection of Grievances

- i. A complaint / suggestion box to be placed in the front lobby where the customers/ borrowers can submit their feedback/ grievances at H.O. and all branch offices.
- ii. A complaint book to be maintained at the reception desk where the customers/ borrowers can submit their feedback/ grievances at H.O. and all branch offices.
- iii. Online grievances section is maintained in NEDFi's web site where the customers/ borrowers can submit their feedback/ grievances.
- iv. Grievances can be sent in writing by Post/email together with supporting documents to the Nodal Officer of NEDFi. Email – grievances@nedfi.com

5. Functioning of the Grievances Redressal Committee

- i. The Nodal Officer shall collect all the feedback, grievances and the matters to be brought before the Grievance Redressal Committee within 14 days from the date of receipt.
- ii. The Committee is responsible for ensuring that all regulatory instructions regarding customer service are followed.
- iii. The Grievance Redressal Committee shall meet quarterly or as and when deemed necessary to resolve any grievance.
- iv. The Committee will consider unresolved complaints/ grievances referred to it by the Branch Offices for speedy redressal.
- v. Where the Committee cannot resolve on its own, the Committee shall ensure that all the grievances arising out of the decision of lending decision are heard and disposed of at least at the next higher level of authority.
- vi. The Grievance Redressal Committee shall submit a report to the CMD as and when required and to the Board quarterly.

6. Resolution of Complaint / Grievances at the Branch Level

The Branch Manager is responsible for the resolution of complaints/ grievances in respect of customer's service under the branch. The customer also has the option to report his grievances at the Head Office. The Nodal Officer shall give quarterly report to the committee as per the laid down procedures. If the Branch Manager is unable to resolve the grievance at his level, he can refer the case to the Head Office for guidance/resolving the grievances.

7. Time Frame

A reply to the grievance will be addressed within a period of 30 days from the date of receipt of the grievance letter. Complaints received which will require some time for examination of issues involved will be duly acknowledged. All Branch Managers have to

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send the action taken report on complaints received to the Nodal Officer, Grievances Redressal Committee at HO at the end of every month.

8. Sensitizing operating staff on handling complaints

The Policy shall be made available to all the officers/staff for awareness and so that the complaint received is resolved at the minimum possible time. It will be the responsibility of all the Branch Managers and the Nodal Officer to ensure that internal machinery for handling complaints / grievances operates smoothly and efficiently at all levels.

9. Grievance Redressal Officer

The Nodal Officer of the Grievance Redressal Committee can be contacted at under:
Ms. Jumita Saikia, AGM, PRO
NEDFi, NEDFi House,
G.S. Road, Dispur, Guwahati-781006
Tel. No. 0361-2222200 Fax: 0361-2237733
Email: grievances@nedfi.com

At the operational level, NEDFi shall display the following information prominently, for the benefit of its customers, at its H.O./ Branches / places where business is transacted:

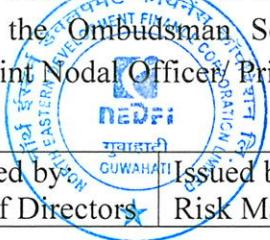
- i. The name and contact details (Telephone / Mobile nos. as also email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Corporation.
- ii. If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the DNBS of Regional Office RBI Guwahati (complete contact details).

In short, the public notice should serve the purpose of highlighting to the customers, the grievance redressal mechanism followed by the Corporation, together with details of the grievance redressal officer and of the Regional Office of the RBI.

10. Nodal Officer (NO)/ Principal Nodal Officer (PNO)

NEDFi, being the NBFC having customer interface and asset size of one billion rupees or above will be covered under the Ombudsman Scheme for Non-Banking Financial Companies, 2018 and shall appoint Nodal Officer/ Principal Nodal Officer.

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As per the Scheme, covered NBFCs are at liberty to appoint the Grievance Redressal Officer (GRO) identified by the respective NBFCs in terms of extant guidelines on Grievance Redressal Mechanism, applicable to them, as the PNO or NO, provided that the officer concerned is sufficiently senior in the organization.

11. Review of the Policy

The Customer Grievance Redressal Policy shall be reviewed once in two (2) years or as and when deemed necessary and the review, along with necessary amendments/additions, will be presented to the Board for approval.



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Annexure – A

Policy Revision History

SN	Date of Revision	Ver. No.	Remarks/Amendments
1	29.04.2014	2	Mentioned below

Clause	Description	Amendment/Modification if any
5	Functioning of the Grievances Redressal Committee	
5.3	The Grievance Redressal Committee shall meet every fortnight to resolve the grievance. A reply to the grievance will be addressed within a period of 30 days from the date of receipt of the grievance letter. Complaints received which will require some time for examination of issues involved will be duly acknowledged.	The Grievance Redressal Committee shall meet quarterly or as and when deemed necessary to resolve any grievance. Delete remaining part as the same are part of point 7.
5.6	The Grievance Redressal Committee shall submit a report to the CMD once every month for his review. A consolidated report shall be placed to the Board of NEDFi on the compliances at half yearly intervals.	The Grievance Redressal Committee shall submit a report to the CMD as and when required and to the Board quarterly.
8	Addition in the Policy:	Review of the Policy Grievances Redressal Policy shall be reviewed by the Risk Management Committee at least once in a year or as and when deemed necessary and shall recommend all necessary changes/modifications to the Board for consideration and adoption.

SN	Date of Revision	Ver. No.	Remarks/Amendments
2	15.07.2016	3	Mentioned below

Clause	Description	Amendment/Modification if any
Name	NEDFi's Grievances Redressal Policy (NGRP)	NEDFi's Customer Grievances Redressal Policy (NCGRP)
3	Grievances Redressal Committee The members constituting the Grievances Redressal Committee are as under: <ul style="list-style-type: none"> • Sri. Manoj Kumar Das, DGM - Chairman of the Committee • Smt. Olee Bora, DGM - Member • Sri. R. E. Zeliang, DGM - Member • Ms. Jumita Saikia, Manager - Nodal Officer 	Grievances Redressal Committee The members constituting the Grievances Redressal Committee are as under: <ul style="list-style-type: none"> • Smt. Olee Bora, GM - Chairman of the Committee • Sri Lemli Loyi, GM - Member • Sri. R. E. Zeliang, DGM - Member • Smt. Jumita Saikia, AGM - Nodal Officer

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SN	Date of Revision	Ver. No.	Remarks/Amendments
3	22.06.2018	4	Mentioned below

Clause	Description	Amendment/Modification if any
4	<p>Collection of Grievances</p> <ul style="list-style-type: none"> i. A complaint / suggestion box to be placed in the front lobby where the customer/ borrowers can submit their feedback/ grievances. ii. A complaint book to be maintained at the reception desk where the customer/ borrowers can submit their feedback/ grievances. 	<p>Collection of Grievances</p> <ul style="list-style-type: none"> i. A complaint / suggestion box to be placed in the front lobby where the customer/ borrowers can submit their feedback/ grievances <i>at H.O. and all branch offices</i>. ii. A complaint book to be maintained at the reception desk where the customer/ borrowers can submit their feedback/ grievances <i>at H.O. and all branch offices</i>.
6	<p>Resolution of Complaint / Grievances at the Branch Level The Nodal Officer shall give monthly report to the committee as per the laid down procedures.</p>	<p>Resolution of Complaint / Grievances at the Branch Level The Nodal Officer shall give <i>quarterly</i> report to the committee as per the laid down procedures.</p>

SN	Date of Revision	Ver. No.	Remarks/Amendments
4	25.04.2025	5	Mentioned below

Clause	Description	Amendment/Modification if any
3	<p>Grievances Redressal Committee The members constituting the Grievances Redressal Committee are as under: Smt. Olee Bora, GM - Chairman of the Committee Sri Lemli Loyi, GM - Member Sri. R. E. Zeliang, DGM - Member Smt. Jumita Saikia, AGM- Nodal Officer</p>	<p>Grievances Redressal Committee The members constituting the Grievances Redressal Committee are as under: Smt. Olee Bora, GM - Chairman of the Committee Sri Lemli Loyi, GM - Member <i>Sri. R. E. Zeliang, GM - Member</i> Smt. Jumita Saikia, AGM- Nodal Officer</p>
8	<p>Review of the Policy Grievances Redressal Policy shall be reviewed by the Risk Management Committee at least once in a year or as and when deemed necessary and shall recommend all necessary changes/ modifications to the Board for consideration and adoption.</p>	<p>Review of Policy (Moved to Clause 11) <i>The Customer Grievance Redressal Policy shall be reviewed once in two (2) years or as and when deemed necessary and the review, along with necessary amendments/ additions, will be presented to the Board for approval.</i></p>

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9	Sensitizing operating staff on handling complaints	Sensitizing operating staff on handling complaints (<i>Moved to Clause 8</i>) Details of Nodal Officer moved to Clause 9
	Addition in the Policy	
9		<p>Grievance Redressal Officer (New Clause 9)</p> <p><i>The Nodal Officer of the Grievance Redressal Committee can be contacted at under:</i></p> <p><i>Ms. Jumita Saikia, AGM, PRO NEDFi, NEDFi House, G.S. Road, Dispur, Guwahati-781006 Tel. No. 0361-2222200 Fax: 0361- 2237733 Email: grievances@nedfi.com</i></p> <p><i>At the operational level, NEDFi shall display the following information prominently, for the benefit of its customers, at its H.O./ Branches / places where business is transacted:</i></p> <p class="list-item-l1">iii. <i>The name and contact details (Telephone / Mobile nos. as also email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Corporation.</i></p> <p class="list-item-l1">iv. <i>If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the DNBS of Regional Office RBI Guwahati (complete contact details).</i></p> <p><i>In short, the public notice should serve the purpose of highlighting to the customers, the grievance redressal mechanism followed by the Corporation, together with details of the grievance redressal officer and of the Regional Office of the RBI.</i></p>



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10		<p>Nodal Officer (NO)/ Principal Nodal Officer (PNO)</p> <p>NEDFi, being the NBFC having customer interface and asset size of one billion rupees or above will be covered under the Ombudsman Scheme for Non-Banking Financial Companies, 2018 and shall appoint Nodal Officer/ Principal Nodal Officer.</p> <p>As per the Scheme, covered NBFCs are at liberty to appoint the Grievance Redressal Officer (GRO) identified by the respective NBFCs in terms of extant guidelines on Grievance Redressal Mechanism, applicable to them, as the PNO or NO, provided that the officer concerned is sufficiently senior in the organization.</p>
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