



**BABA LEASE AND INVESTMENT  
PRIVATE LIMITED**  
(R.B.I. Registered NBFC)

**GRIEVANCE REDRESSAL POLICY**

Version	Approval Date	Approved by
V1	31 <sup>st</sup> May 2023	Board of Directors

## 1. **INTRODUCTION**

Customer service is extremely important for a sustained business growth and as an organization **BABA LEASE AND INVESTMENT PRIVATE LIMITED** (“Company”) strives to ensure that our customers receive exemplary service across different touch points.

This Grievance Redressal Mechanism aims at ensuing prompt redressal of customer complaints and grievances. It also deals with the issues relating to services provided by the outsourced agency/agencies.

Customer complaints constitute an important voice of customer, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

1. Customers are treated fairly;
2. Complaints raised by customers are dealt with courtesy and in a timely manner;
3. Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints;
4. The employees work in good faith and without prejudice, towards the interests of the customers.

## 2. **GROUNDS FOR FILING A COMPLAINT**

Customers can raise/register complaint(s) on the subject matter as indicated in Clause 8 of Ombudsman Scheme for NBFCs, 2018 in writing, containing the nature of grievance / deficiency, inter alia, with regard to

- Non-observance of directions issued by RBI to NBFCs,
- Non-adherence to any of the provisions of RBI guidelines on Fair Practices Code, issued from time to time.

Complaint is not an enquiry, feedback or a request for data modification or inquiry about loan products/ schemes, interest rates or other requests/feedbacks which can be promptly clarified by Customer care.

Anonymous / incomplete complaints will not be addressed in terms of this Grievance Redressal Mechanism.

### 3. **HOW TO RAISE COMPLAINTS?**

#### **Channels of raising a complaint**

The customer has a right to lodge/register his complaint if he/she is not satisfied with the services provided by the company or has a genuine ground for such complaint as indicated in para 2 above. There are following ways to lodge a complaint:

<b>S. NO.</b>	<b>Method of lodging a complaint</b>	<b>Contact Information</b>
1	Email	(1) Mr. Vipin Kumar Designation: Customer Grievance Officer Address: House No-17, Basement Floor, BLK-F-11, Model Town Delhi North West D1 110009 In Contact: 9355871314 Email: <a href="mailto:grievance@taplend.in">grievance@taplend.in</a>  (2) Mr. Ramit Kumar Designation: Nodal Officer Address: House No-17, Basement Floor, BLK-F-11, Model Town Delhi North West D1 110009 IN Contact: 9355871315 Email: <a href="mailto:nodal@taplend.in">nodal@taplend.in</a>

#### **Content / information in Complaints**

While raising a complaint by customer, following information must be provided by the customer/complainant in writing (e-mail etc.):

- a) Customer's full name
- b) Registered mobile number of the Customer in working condition
- c) Loan ID allotted by the Company regarding the complaint
- d) Specific details of the complaint/issue & supporting documents
- e) Registered E-mail address.

#### **Resolution of Grievances**

##### **a) Grievances related to attitudinal aspects:**

Such complaints should be handled courteously, sympathetically and above all swiftly. Misbehavior/ rude behavior with customers be treated at Zero tolerance level and immediate action is to be taken. The Company, under no circumstances, tolerates misbehavior of any degree by representative (payroll staff /outsourced).

**b) Grievances relating to transactions /operations:**

The Company would be responsible for ensuring rectification of entry / transaction if it comes under purview. If the company investigates & finds out that issues are due to any third party beyond its control/operations, customer care executive to guide the customer & provide him/her with avenues to escalate the issue

**INTERNAL MACHINERY TO HANDLE CUSTOMER COMPLAINTS**

The Company has invested in the best-in-class CRM system to ensure timely resolution of the grievances. The system captures the complaints; follows TATs based on the nature of the query and escalates issues based on predefined TATs and as per the escalation matrix. Once captured in the CRM system, the customer care will be responsible for resolution of complaint/grievance to the customer's satisfaction within a period of 14 working days. Every attempt will be made to offer the customer suitable and appropriate alternate solutions wherever possible. However, if the customer continues to remain dissatisfied with the resolution, (s)he can escalate the issue through the grievance redressal mechanism as referred below.

**6. TIMEFRAME**

- a. Complaints are to be seen in the right perspective because these indirectly lead to continuous improvement in the working of the Company. Complaints received would be analyzed from all possible angles. Company will endeavor to send an acknowledgement within three working days of receipt.
- b. Periodic review of monitoring of complaints, TATs, nature of complaints will be done to ensure that process loopholes, if any, are plugged and trends are checked.
- c. Complaint should be resolved maximum within 30 working days from the date of receipt.
- d. Some complaints might be complex in nature and might need additional time beyond 30 days, in such cases the Company shall inform the customer in the interim the reasons of delay in resolution within the timelines specified above and provide expected timelines for resolution of the complaint. However, every effort would be made to resolve the complaint within the time frame given.
- e. Time matrix for dealing complaint redress process with escalation matrix for various natures of complaints has been given in Annexure-Escalation Grid. Departments/officials dealing with the customer complaints are required to strictly adhere to the same.

Note: The above time frame can change depending upon the nature and complexity of complaint.

In case customer has not received any reply from the Company in 30 days or customer remains dissatisfied with the redressal provided by the Company, he/she can also approach either to

(1) Office in-Charge:

**Department of Supervision (NBFC),**

Reserve Bank of India, having its regional office at 6, Sansad Marg, Sansad Marg Area, New Delhi, Delhi 110001; or

(2) Office-in-charge:

**NBFC Ombudsman,**

set up by Reserve Bank of India. (not later than one year after the reply from the Company & only if complaint not raised in forum) (Refer ANNEXURE-Escalation Grid).

## **7. Review Mechanism**

Periodical review by Complaints Review Committee (comprising of representatives from all key departments including customer care department) review the complaints on quarterly basis. They shall review the process and suggest changes, if any, required for making the Grievance Redressal Mechanism more effective and robust.

Reporting to the Board of Directors: a consolidated report on Grievances made by Complaint Review Committee shall be submitted with to the Board on half-yearly basis. Board shall review and take note of the same

Statutory Reporting: All complaints are required to be reported to the concerned authorities in the prescribed format as per the applicable laws/ guidelines/ directives, including modification(s) thereof, from time to time

## ESCALATION MATRIX:

### ➤ First Level

- **Grievance Redressal Officer-**

Borrowers are requested to address all their grievances at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are:

Mr. Vipin Kumar  
Designation: Customer Grievance Officer  
Address: House No-17, Basement Floor, BLK-F-11,  
Model Town Delhi North West D1 110009 IN  
Contact: 9355871314  
Email: [grievance@taplend.in](mailto:grievance@taplend.in)

The Grievance Redressal Officer may be reached on the number provided above anytime between 10 AM and 6 PM from Monday to Saturday or through the e-mail address above. The Grievance Redressal Officer shall endeavour to resolve the grievance within a period of 30 (thirty) days from the date of receipt of a grievance.

### ➤ Second Level

- **Nodal Officer**

If the Borrower does not receive a response from the Grievance Redressal Officer within 30 (Thirty) days of making a representation, or if the Borrower is not satisfied with the response received from the Grievance Redressal Officer, the Borrower may reach the Nodal Officer on the number below anytime between 10 AM and 6 PM from Monday to Saturday except public holidays or write to the Nodal Officer at the e-mail address below.

The contact details of the Nodal Officer are provided below.

Ramit Kumar  
Designation: Nodal Officer  
Address: House No-17, Basement Floor, BLK-F-11,  
Model Town Delhi North West D1 110009 IN  
Contact: 9355871315  
Email: [nodal@taplend.in](mailto:nodal@taplend.in)

## ➤ **Complaints to Ombudsman**

In case the Borrower does not receive a response from the Grievance Redressal Official or the Nodal Officer within one month from the date of making a representation to the Lender, or if the Borrower is not satisfied with the response so received, a complaint may be made in accordance with the 'The Ombudsman Scheme for Non-Banking Financial Companies, 2018' ("Ombudsman Scheme") to the Ombudsman in whose jurisdiction the office of the Lender complained against, is located.

For contact details of the Ombudsman and for salient features of the Ombudsman Scheme, please refer to RBI website [https://www.rbi.org.in/Scripts/bs\\_viewcontent.aspx?Id=3468](https://www.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=3468) . A copy of the Ombudsman Scheme is available on the website of the Reserve Bank of India at [www.rbi.org.in](http://www.rbi.org.in) and with our Nodal Officer.

### **Complaint Management System**

RBI has launched its Complaint Management System ("CSM") on June 24, 2019. It is a software application to facilitate RBI's grievance redressal processes. Members of public can access the CMS portal at RBI's website to lodge their complaints against any of the entities regulated by RBI. Keeping the convenience of the customers in mind, CMS has been designed to enable on-line filing of complaints. It provides features such as acknowledgement through SMS/Email notification(s), status tracking through unique registration number, receipt of closure advises and filing of Appeals, where applicable. It also solicits voluntary feedback on the customer's experience. CMS Portal link and Self-guide video link is given in the Annexure- Escalation Grid.

#### **RBI CMS Portal Link:**

<https://cms.rbi.org.in/rbi/vividflow/run/rbi#captchaAuthentication>