

# **GRIEVANCE REDRESSAL POLICY**

<b>Date of review of Policy</b>	<b>25<sup>th</sup> Day of April, 2025</b>
<b>Board Resolution No</b>	<b>12/2025-26</b>
<b>Applicable from</b>	<b>25<sup>th</sup> Day of April, 2025</b>
<b>Approved by</b>	<b>The Board of Directors</b>

## **MAHASHAKTI FINANCIERS LIMITED**

**First Floor, Paras Complex, Jandore Site, Ward No-01, Near Bhagat Singh Park, Opp. Govt. Degree College, Kathua, Jammu & Kashmir, India, 184101**

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# 1. Introduction:

Customer service is extremely important for sustained business growth and as an organization we strive to ensure that our customers receive exemplary service across different touch points.

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:

- Customers are treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and in a timely manner.
- 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.
- The employees work in good faith and without prejudice, towards the interests of the customers.

# 2. Grievance Redressal Mechanism:

At **Mahashakti Financiers Limited** (the “**Company**”), customer Delight is our priority and we are committed to provide our customers Best in Class Experience.

Whilst all efforts are taken to give customers the best services to avoid any grievances the customers are intimated that they can record their grievances; if any; in writing or verbally.

The customer can approach either of our service touch points to register a complaint through any of our service touch points given hereunder and expect a response within defined time period of complaint registration.

In case the customer does not receive a response within the number of days indicated below for each level or if the customer is dissatisfied with the response received from the Company, the customer may escalate the complaint to the next level as indicated below.

**The Company enables its customers to register complaints through multiple channels. The various channels available to customers are as follows: -**

- **E-mail or through contact numbers:** Customers can send their grievances to the company through an email, or they can use the respective Telephone or contact number available on the

website of company ([www.sabkaloan.com](http://www.sabkaloan.com)) for redressal their grievances.

- **Grievance Redressal Officer:** Customers can reach out directly to Grievance Redressal Officer over phone and/or email which is provided in the below section.
- **Registered Office:** Customers can visit our registered office with details of their issues.
- **Suggestion/Complaint Box** – Suggestion/Complaint boxes are put up at the registered office of the Company. Customer can drop their Suggestion Complaints in these boxes. These boxes are opened on periodic intervals by the vigilance officer and forwarded to Centralized team for resolution.
- **Letter** – Customers can write to us at:

**Mahashakti Financiers Limited**

**Registered Office:** First Floor, Paras Complex, Jandore Site, Ward No-01, Near Bhagat Singh Park, Opp. Govt. Degree College, Kathua, Jammu & Kashmir, India, 184101.

### 3. Escalation Matrix:

#### LEVEL 1:

The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal Officer (GRO) in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation / alteration of credit information. The details of the Grievance Redressal Officer are given below: -

**Name of the Grievance Redressal Officer:** Mr. Anurag Sharma

**Email id:** [grievance@sabkaloan.com](mailto:grievance@sabkaloan.com)

**Contact No:** 8527696663

#### LEVEL 2:

If the complaint is not resolved within 5-7 working days, the customer shall complaint to the Nodal Officer of the company. The details of the Nodal Officer are given below: -

**Name of the Nodal Officer:** Ms. Geetika Arora

**Email id:** [geetika@sabkaloan.com](mailto:geetika@sabkaloan.com)

**Contact No:** 8630657006

**LEVEL 3:**

If the complaint / dispute is not redressed within a period of one month from date of its receipt, the customer may appeal to:

- The General Manager, Reserve Bank of India, Department of Supervision
- Rail Head Complex, Jammu - 180 012, India

Telephone No-+ 0191 2472451

Email- [dnbsjammu@rbi.org.in](mailto:dnbsjammu@rbi.org.in)

**4. Review and monitoring:**

The Board of Directors shall conduct periodical review of the grievance redressal mechanism at various levels of management. A Report containing summary of grievance and resolution provided to the customer will be provided to the Board for their review if the company received any such grievances from customer.