



Borrower Grievance Redressal Policy

Introduction

This Borrower Grievance Redressal Policy ("Policy") outlines the principles and procedures that Perpetuity Capital (PC) and Oracle Marketing Private Limited (OMPL) adheres to for addressing grievances of borrowers. As a lending and non-banking finance company (NBFC) regulated by the Reserve Bank of India (RBI), we finance Electric Vehicles (EVs) and other renewable green assets for commercial use with a retail finance focus in India. Our goal is to ensure fair, transparent, and prompt resolution of borrower grievances to maintain trust and satisfaction among our customers.

1. Objectives

- 1.1. To provide a fair and transparent mechanism for addressing borrower grievances.
- 1.2. To ensure prompt redressal of grievances in a consistent and systematic manner.
- 1.3. To educate borrowers about their rights and the grievance redressal process.
- 1.4. To enhance customer satisfaction and trust in our services.

2. Scope

This Policy applies to all grievances raised by retail borrowers related to loan products, services, and processes provided by Perpetuity Capital/Oracle Marketing Private Limited.

3. Definition of Grievance

A grievance is defined as any complaint or dissatisfaction expressed by a borrower regarding the loan products, services, or processes of PC/OMPL. This includes but is not limited to issues related to loan disbursement, repayment, charges, interest rates, customer service, and repossession of collateral.

4. Grievance Redressal Mechanism

4.1. Step 1: Lodging a Grievance

Borrowers can lodge their grievances through the following channels:

1. **Customer Care Helpline:** Call our Telephone number +91 81001 14060 available from [10:00 hours - 19:30 hours].
2. **Email:** Send an email to contact@perpetuitycapital.in.
3. **Website:** Submit a grievance through the online grievance form on our website www.perpetuitycapital.in.
4. **HO Visit/Postal Address:** Submit a written complaint addressed to the Registered Office:

To,
The Redressal Officer,
Oracle Marketing Private Limited,
33A Jawaharlal Nehru Road,
20th Floor, Suite A3,
Kolkata 700071.

4.2. **Step 2: Acknowledgment**

Upon receiving the grievance, we will acknowledge the receipt within 7 working days. The acknowledgment will include a reference number for tracking the grievance and an estimated resolution time.

4.3. **Step 3: Investigation and Resolution**

1. **Initial Review:** The grievance will be reviewed by the Customer Care Team to determine its nature and complexity. Simple issues will be resolved within 3-5 working days.
2. **Escalation:** Complex issues requiring detailed investigation will be escalated to the relevant department. The borrower will be informed of the escalation and the expected resolution time.
3. **Resolution:** The investigation will be conducted, and a resolution will be provided to the borrower within 14 working days. The resolution will be communicated through the borrower's preferred channel (phone, email, or letter).

4.4. **Step 4: Escalation to Higher Authorities**

If the borrower is not satisfied with the resolution provided, they can escalate the grievance to higher authorities within the company:

1. **Grievance Redressal Officer:** Contact the Grievance Redressal Officer at Mr. Sumanta Roy [Email: audit@perpetuitycapital.in]. The officer will review the grievance and provide a final resolution within 7 working days.
2. **Nodal Officer:** If the borrower is still unsatisfied, they can escalate the grievance to the Nodal Officer at [mohit.dujari@perptuitycapital.in]. The Nodal Officer will provide a resolution within 7 working days.

4.5. **Step 5: Escalation to External Authorities**

If the grievance is not resolved to the borrower's satisfaction, they can escalate the matter to external authorities:

1. **Reserve Bank of India (RBI):** Borrowers can approach the RBI's Ombudsman for NBFCs. Details of the Ombudsman scheme and contact information are available on the RBI's website: www.rbi.org.in/Scripts/Complaints.aspx

2. **Consumer Courts:** Borrowers can also seek redressal through consumer courts as per applicable laws.

5. Monitoring and Review

5.1. **Regular Monitoring:** The Customer Care Team will regularly monitor the status of grievances and ensure timely resolution.

5.2. **Quarterly Review:** The Grievance Redressal Committee will conduct a quarterly review of all grievances received, resolutions provided, and identify areas for improvement.

5.3. **Annual Audit:** An annual audit of the grievance redressal process will be conducted to ensure compliance with regulatory requirements and internal policies.

6. Borrower Education

6.1. **Awareness Programs:** Conduct regular borrower awareness programs to educate them about their rights and the grievance redressal process.

6.2. **Information Dissemination:** Display information about the grievance redressal mechanism at all branches and on our website.

Conclusion

Perpetuity Capital and Oracle Marketing Private Limited is committed to providing a fair and transparent grievance redressal process to ensure borrower satisfaction and trust. We strive to address all grievances promptly and efficiently, in compliance with RBI regulations and industry best practices.

For any questions or further information regarding this Policy, please contact contact@perpetuitycapital.in.

Stamp & Signature


Authorized Signatory

15.4.2023