

# Borrower Grievance Redressal Policy

## 1. Introduction

This Borrower Grievance Redressal Policy ("Policy") sets out the principles and procedures adopted by **Perpetuity Capital** (the "Company"), a Non-Banking Financial Company (NBFC) regulated by the Reserve Bank of India (RBI), for addressing and resolving grievances of its borrowers.

The Company is engaged in financing Electric Vehicles (EVs) and other renewable and green assets for commercial use, with a retail finance focus across India. The objective of this Policy is to ensure a fair, transparent, and timely grievance redressal mechanism, thereby enhancing borrower confidence and satisfaction.

## 2. Objectives

The objectives of this Policy are to:

- Provide a fair and transparent mechanism for addressing borrower grievances;
- Ensure prompt and effective resolution of grievances in a consistent and systematic manner;
- Educate borrowers about their rights and the grievance redressal process;
- Strengthen trust and confidence in the Company's products and services.

## 3. Scope

This Policy applies to all retail borrowers of the Company and covers grievances related to loan products, services, operations, and processes.

## 4. Definition of Grievance

A grievance means any complaint or expression of dissatisfaction by a borrower in relation to the loan products, services, or processes of the Company. This includes, but is not limited to, issues relating to:

- Loan sanction or disbursement
- Repayment or foreclosure
- Interest rates, fees, or charges
- Customer service
- Recovery or repossession of collateral

## 5. Grievance Redressal Mechanism

### 5.1 Lodging a Grievance

Borrowers may lodge their grievances through any of the following channels:

- **Customer Care Helpline:** +91 81001 14060 (Available from 10:00 hours to 19:30 hours)
- **Email:** contact@perpetuitycapital.in
- **Website:** Online grievance form available on the Company's website
- **Written Complaint / Office Visit:**

**To**

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

### 5.2 Acknowledgement

All grievances received shall be acknowledged within **7 working days** from the date of receipt. The acknowledgement shall include a reference number for tracking the grievance and an indicative timeline for resolution.

### 5.3 Investigation and Resolution

- **Initial Review:** Grievances shall be reviewed by the Customer Care Team to assess their nature and complexity. Simple grievances shall be resolved within **3 to 5 working days**.
- **Escalation:** Grievances requiring detailed investigation shall be escalated to the appropriate department. Borrowers shall be informed accordingly.
- **Resolution:** All grievances shall be resolved and communicated to the borrower within **14 working days** from the date of receipt.

In all cases, the Company shall endeavour to resolve grievances within a maximum period of **30 days**.

### 5.4 Escalation Within the Company

If a borrower is not satisfied with the resolution provided, the grievance may be escalated as follows:

**1. Grievance Redressal Officer (GRO):**

Mr. Sumanta Roy

Email: audit@perpetuitycapital.in

The GRO shall review the grievance and provide a response within **7 working days**.

**2. Nodal Officer:**

Email: mohit.dujari@perpetuitycapital.in

The Nodal Officer shall examine the grievance and provide a response within **7 working days**.

## 5.5 Escalation to External Authorities

If the grievance remains unresolved or the borrower is not satisfied with the resolution provided by the Company, the borrower may approach the following external forums:

- **Reserve Bank of India (RBI):** Borrowers may file a complaint under the **Integrated Ombudsman Scheme, 2021** through the Complaint Management System (CMS) available on the RBI website.
- **Consumer Courts:** Borrowers may also seek redressal through appropriate consumer courts or forums in accordance with applicable laws.

## 6. Monitoring and Review

- The Customer Care Team shall regularly monitor the status of grievances to ensure timely resolution.
- A quarterly review of grievances received and resolved shall be conducted to identify systemic issues and areas of improvement.
- An annual review or audit of the grievance redressal mechanism shall be undertaken to ensure compliance with applicable regulatory requirements and internal policies.

## 7. Borrower Awareness

- Information regarding the grievance redressal mechanism shall be displayed on the Company's website and, where applicable, at its offices.
- The Company may conduct borrower awareness initiatives to educate customers about their rights and the grievance redressal process.

## 8. Policy Review

This Policy shall be reviewed periodically and updated as and when required in line with regulatory changes and business requirements.

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**Approved by the Board of Directors**

**Date:** 15 April 2023

