



**RADHAKRISHNA FINANCE PRIVATE LIMITED
NOTIFICATION**

RFPL/LEGAL/NOTIFICATION APRIL-2023
Guruvayur, Dated 01st April, 2023

In exercise of the powers of the board of directors conferred by the Articles of Association of the company and pursuant to the guidelines issued by the Reserve Bank of India, the board hereby notifies the guidelines to be followed branches/offices while dealing with customer grievances.

1. Name:

These guidelines may be called The Grievance Redressal Policy 2023

2. Effective Date

They shall come into force on 01st April, 2023.

3. Applicability:

This policy is applicable to all over the offices of the company including branch office, liaison office, head office, corporate office and registered office of the company.

4. Types of Grievances:

The expected grievances are classified in the following manner

Branch Office Level

1. Customer Grievances
2. Employees Grievances
3. Statutory Regulators Grievances

Head Office Level

1. Employees Grievances
2. Statutory Regulators Grievances

5. Officers in Charge:

The officers in charge is for dealing grievances in designated in the following manner.

Operational Level Officer	:	Internal Auditors
Middle Management Level Officer	:	Administration Manager
Management Level Officer	:	Managing Director

**BY THE ORDER OF THE BOARD
For Radhakrishna Finance Private Limited**

Managing Director

CC:

1. Legal Department
2. Administration Department
3. HR Department

Dated this the 01st Day of April, 2023



THE GRIEVANCES REDRESSAL POLICY RULES, 2023

RFPL/LEGAL/NOTIFICATION APRIL-2023

Guruvayur, Dated 01st April, 2023

1. These rules may be called The Grievances Redressal Policy Rules, 2023
2. They shall come into force on 01st April, 2023.
3. The Grievances Redressal Policy Rules, 2023 to be followed:

BRANCH OFFICE LEVEL

Customer Grievances

S No	Matter of issue	Level of Compliant	Level of Officer	Turnaround Time (TAT) Required
1	Product	Branch Office Level	Internal Auditor	1-3 Days
2	Service	Head Office Level	Administration Manager	1-2 Days
3	Legal Matters		Legal Head	1-3 Days
4	RBI Related Matters		Managing Director	1-3 Days

Employee Grievances

S No	Matter of issue	Level of Compliant	Level of Officer	Turnaround Time (TAT) Required
1	Infrastructure Facilities & Others	Branch Office Level	HR Department	1-3 Days
2	Service	Head Office Level	Administration Manager	1-2 Days
3	Legal Matters		Legal Head	1-3 Days
4	RBI Related Matters		Managing Director	1-3 Days

Statutory Regulators Grievances

S No	Matter of issue	Level of Compliant	Level of Officer	Turnaround Time (TAT) Required
1	Compliance of Local Laws	Branch Office Level	Administration Manager	1-3 Days
2	Other Legal Matter	Head office Level	Legal Head	1-3 Days
3	RBI Compliance		Managing Director	1-3 Days

HEAD OFFICE LEVEL**Employee Grievances**

S No	Matter of issue	Level of Compliant	Level of Officer	Turnaround Time (TAT) Required
1	Infrastructure Facilities & Others	Branch Office Level	HR Department	1-3 Days
2	Service	Head Office Level	Administration Manager	1-2 Days
3	Legal Matters		Legal Head	1-3 Days
4	RBI Related Matters		Managing Director	1-3 Days

Head Office Levels**Statutory Regulators Grievances**

S No	Matter of issue	Level of Compliant	Level of Officer	Turnaround Time (TAT) Required
1	Compliance of Local Laws	Branch Office Level	Administration Manager	1-3 Days
2	Other Legal Matter	Head office Level	Legal Head	1-3 Days
3	RBI Compliance/Other Compliances of Laws		Managing Director	1-3 Days

Provided that,

The time for the compliance of law can be changed as per the provision of the concerned law.

BY THE ORDER OF THE BOARD
For Radhakrishna Finance Private Limited

Managing Director

CC:

1. Legal Department
2. Administration Department
3. HR Department

Dated this the 01st Day of April, 2023