



**OXYZO FINANCIAL SERVICES PRIVATE LIMITED (COMPANY OR  
OXYZO)**

**POLICY ON GRIEVANCE REDRESSAL MECHANISM**

**REVIEW & APPROVING AUTHORITY**

<b>Authority</b>	<b>Designation</b>
Prepared By	Compliance Department
Reviewed By	Operational Committee
Approved By	Board of Directors

**VERSION HISTORY**

<b>Version</b>	<b>Issue Date</b>	<b>Brief Description</b>
1.0	September 30, 2020	Appointment of new Grievance Redressal Officer
2.0	February 04, 2022	Change of Postal Address and Time Frame for response
3.0	July 26, 2022	Appointment of new Grievance Redressal Officer
3.1	February 15 2023	Reviewed by Operational Committee
3.2	May 23, 2023	Noted by Board of Directors

## **1. INTRODUCTION**

The Reserve Bank of India vide Master Direction - Non-Banking Financial Company-Systemically Important Non-Deposit taking Company (Reserve Bank) Directions, 2016, as amended from time to time issued guidelines on Grievance Redressal Mechanism for applicable NBFC and has required all NBFCs shall lay down the appropriate grievance redressal mechanism within the organization.

## **2. BASIS**

The Grievance Redressal Mechanism Policy has been made as per Directions issued by Reserve Bank of India (RBI) on Fair Practices Code for Non-Banking Financial Companies (NBFCs).

## **3. PURPOSE**

The purpose of the policy is to ensure that:

- a. All customers are treated fairly and without bias at all times.
- b. All issues raised by customers are dealt with courtesy and resolved on time.
- c. Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with response or resolution to their complaint

## **4. RESPONSIBILITIES OF BOARD**

As per Master Directions, the Board of Directors shall be responsible –

- a. To lay down the appropriate grievance redressal mechanism within the organization which ensures that all disputes arising out of the decisions of lending institutions' functionaries are heard and disposed of at least at the next higher level.
- b. To provide periodical review of the compliance of the Fair Practices Code and the functioning of the grievance's redressal mechanism at various levels of management.

## **5. RECORDING AND TRACKING OF COMPLAINTS**

- a. All the complaints received by NBFC must be recorded and tracked for end-to-end resolution.
- b. Complaint MIS is published to the management on periodical basis.

## **6. RESOLUTION OF COMPLAINTS**

The Grievance Redressal Officer is responsible for resolution and for closure of customer issues.

## **7. TIME FRAME FOR RESPONSE**

The turn-around time for responding to a complaint is as follows:

- i. Normal cases (other than the one mentioned below): 15 working days for normal cases
- ii. Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 30 working days
- iii. EMI related cases: 30 working days
- iv. Cases involving 3rd party (other Banks or financial institutions or dealership or if customer out of country): 30 working days
- v. For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered.

If any case needs additional time, the NBFC will inform the **customer/regulator** of additional time with expected timelines for resolution of the issue.

## 8. MECHANISM TO HANDLE CUSTOMER COMPLAINTS/GRIEVANCE

Customers who wish to provide feedback or send in their complaint related to services of OXYZO Financial Services Private Limited including the issues relating to services provided by the outsourced agency may use the following channels between 10:00 am and 6:30 pm, from Monday to Friday (except on public holidays).

<b>Name of the Grievance Redressal Officer:</b>	Ms. Pinki Jha
<b>Address:</b>	Global Business Park, 6th Floor Tower A, Sector 26, MG Road, Gurugram - 122001, India
<b>Tel:</b>	011-41054262/0124-4006603
<b>E-mail ID:</b>	<a href="mailto:grievanceredressal@oxyzo.in">grievanceredressal@oxyzo.in</a>

If a customer is not satisfied with the resolution provided through above channel or if the complaint/dispute is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the OXYZO Financial Services Private Limited falls. The details of DNBS is as given below:

**The Reserve Bank of India,  
Department of Non-Banking Supervision, 6 Sansad Marg, New Delhi-110001**

The details of above contact points for grievance redressal mechanism shall be published on the website for the benefit of the customers.

## 9. MONITORING

The customer complaints register along with ageing analysis and complaints received from the Reserve Bank of India shall be placed before the Management on a periodic basis for its review, if required so.

## 10. REVIEW OF THE POLICY

The Board shall review the policy on periodical basis and otherwise as it deems appropriate.

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