CONSOLIDATED FINVEST & HOLDINGS LIMITED

CUSTOMER GRIEVANCE REDRESSAL POLICY

1. Overview:

Consolidated Finvest & Holdings Limited, ("Company") believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behaviour while dealing with its customers ("Customers").

In compliance with the guidelines issued by the Reserve Bank of India ("RBI"), as applicable to non-banking financial companies, for maintenance of an appropriate grievance redressal mechanism within the organisation to resolve the complaints and grievances of its customers, the Company has formulated this Grievance Redressal Policy ("Policy") setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company ("Complaints)

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Company and/or the RBI.

The company is engaged in the business of providing Loans and Investments, mainly to group companies. The Company has only one office at New Delhi. This policy is applicable for addressing complaints received from customers.

2. Purpose:

The purpose of the Policy is to ensure that:

a) the Customers are treated fairly and without bias, at all times.

b) the Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner.

c) the Customers are informed of the avenues to escalate their Complaints within the Company.

d) the Customers are informed of their rights so that they can opt for alternative remedies if they are not fully satisfied with the Company's response or resolution to their Complaints.

3. Process of Grievance Redressal:

The Customers who have any Complaint, can follow the following process for its redressal: Primary Level:

The Customers who intend to file a Complaint, may file their Complaint with the Company by using any of the following channels between 9:00 am to 5:30 pm on any working day of the Company and furnishing complete details in relation to such Complaint:

a) Register the Complaint in a complaint register / complaint box, which is available at head office of the Company;

b) Email at cs_cfhl@jindalgroup.comc) Call on +91-11-40322100; or

d) Write to the Company at the below mentioned address:
Anil Kaushal
Company Secretary/Grievance Redressal Officer
Consolidated Finvest & Holdings Limited
Plot No. 12, Sector B-1, Local Shopping Complex,
Vasant Kunj, New Delhi – 110 070

Kind Attention: Customer Service Team

Level 1:

In case, the Customer is not satisfied with the response or the resolution provided to it by the Grievance Redressal Officer of the Company at Secondary Level, or the Complaint is still not resolved within the period of 14 (Fourteen) working days from the date of receipt of the Complaint by the Grievance Redressal Officer of the Company, the Customer may approach to the Managing Director and Nodal Officer of the Company at the below mentioned address:

Mr. Sanjiv Kumar Agarwal

Manging Director and Nodal officer
Consolidated Finvest & Holdings Limited
Plot No. 12, Sector B-1, Local Shopping Complex,
Vasant Kunj, New Delhi – 110 070

Level 2:

In case, Customer is not satisfied with the response or the resolution provided to it or the Complaint is still not resolved within the period of 21 (Twenty- One) working days from the date of the Complaint, the Customer may appeal Officer-in-Charge of Reserve bank of India, under whose jurisdiction the Registered Office of the Consolidated Finvest & Holdings Limited falls. The details with respect to Officer-

Address of NBFC Ombudsman
C/o Reserve Bank of India, **Department of Non Banking Supervision** **Mahatma Gandhi Marg** **Kanpur - 208001** **Email: dnbskanpur@rbi.org.in**

Ombudsman Scheme

RBI vide its Notification Ref. CEPD. PRS. No. 4535/13.01.004/2018-19 dated 26th April, 2019, decided to extend the Ombudsman Scheme to those non-deposit taking NBFCs having customer interface and asset size of ₹100 crores (₹1 billion). Thus, the Board of Directors of the Company has adopted the Ombudsman Scheme.

4. Redressal of the Complaints:

a) The Customers are advised to file the Complaint by furnishing complete details of the same to the Company.

b) Upon receipt of the Complaint by the Company, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.

c) The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 30 (Thirty) working days from the date of receipt of such Complaint.

d) In case any additional time is required for resolution of the Complaint, the Company shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.

e) The Chief Executive Officer and the Head of Operations of the Company shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.

f) A record of all Complaints filed by the Customers and the response or resolution provided by the Company shall be maintained by the Company as per the Company's policy formulated for document preservation and archival.

5. General:

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Company from time to time.

6. Review:

a) This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The board of directors of the Company shall annually review the functioning of the grievance redressal mechanism.

b) This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.