

Grievance Redressal Policy Of CSL Finance Limited

(Amended and Approved on February 13, 2026 by the Board of Directors)

Version 3.0

1. Overview

CSL Finance 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, the Company has formulated this Grievance Redressal Policy ("Policy") to provide a structured mechanism for receiving, registering, and resolving customer complaints and grievances related to the Company's products and services ("Complaints").

This Policy also aims to educate Customers about the available channels for lodging Complaints and the escalation mechanism, including recourse available under the RBI Integrated Ombudsman Scheme.

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. Grievance Redressal Mechanism

STEP 1: LODGING OF COMPLAINT

Customers may lodge their Complaints through any of the following channels during working hours (10:00 a.m. to 6:00 p.m. on working days):

- Call: **1800 102 9925**
- Email: **customercare@cslfinance.in**
- Online complaint form / mobile application
- Visit the nearest branch of the Company

If the Complaint is resolved at this stage, the process shall end.

If the Complaint is not resolved, the Customer may escalate the matter to Level 1

Level 1: CBM / RSM

- Submit complaint reference number
- Branch reviews and responds
- Emails for Complaint Zone wise:
 - North 1 Zone: north1.zone@cslfinance.in*
 - North 2 Zone: north2.zone@cslfinance.in*
 - Gujarat Zone: gujarat.zone@cslfinance.in*
 - Rajasthan Zone: rajasthan.zone@cslfinance.in*

If the Complaint is resolved at this stage, the process shall end.

If the Complaint is not resolved, the Customer may escalate the matter to Level 2

Level 2: Principal Nodal Officer (As per RBI Directions)

- Name: Mr. Nikhil Singh
- Phone: +91-74281-62385
- Email: pno@cslfinance.in
- Address: 410-412, 18/12, 4th Floor, W.E.A., Arya Samaj Road, Karol Bagh, New Delhi – 110005

The Principal Nodal Officer shall review the Complaint and respond within the stipulated TAT.

If the Complaint is resolved at this stage, the process shall end.

If the Complaint is not resolved, the Customer may escalate the matter to Level 3

Level 3: Management

This is the final internal escalation level within the Company. Senior Management shall conduct a detailed review of the unresolved Complaint.

If the Complaint is resolved at this stage, the process shall end.

If the Complaint remains unresolved or the Customer is dissatisfied, the Customer may approach the RBI Integrated Ombudsman

Level 4: RBI Integrated Ombudsman

Customers may approach the RBI Integrated Ombudsman if:

- The company has not responded within 30 days, or
- The customer is dissatisfied with the response provided by the company.

Online Portal: <https://cms.rbi.org.in>

Email: crpc@rbi.org.in

Toll Free: 14448

4. 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.

5. Review

- 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.
- 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.

STANDARD OPERATING PROCEDURE (SOP)

Grievance Redressal & Complaint Handling Mechanism

1. Objective

This SOP establishes a structured, transparent and time-bound grievance redressal framework in compliance with:

- Reserve Bank of India (RBI) Fair Practices Code for NBFCs
- RBI Master Directions – NBFC
- RBI Integrated Ombudsman Scheme, 2021

The objective is to ensure:

- Prompt redressal of customer complaints
- Fair treatment of borrowers
- Regulatory compliance
- Prevention of reputational and compliance risk

2. Scope

This policy applies to:

- All existing & new customers
- Prospective customers
- Guarantors / Co-borrowers
- Complaints received through all channels

3. Definition of Complaint

A complaint refers to any written or oral communication expressing dissatisfaction regarding:

- Loan sanction / rejection
- Interest rate / penal charges / foreclosure charges
- Loan agreement terms
- Recovery practices
- Delay in disbursement
- Release of property documents
- CIBIL / Credit Bureau reporting
- Staff behaviour / service deficiency
- Any violation of Fair Practices Code

4. Channels for Receiving Complaints

Customers may lodge complaints through:

1. Branch Office
2. Official Email ID
3. Customer Care Helpline
4. Company Website (Grievance tab)
5. Written letter
6. RBI Ombudsman (after internal escalation)
7. Daksh Portal

Level 3 – Principal Nodal Officer (PNO)

- Final internal escalation authority
- Resolution within **30 days from complaint receipt**

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5. Complaint Handling Process Flow

1. Complaint received
2. Acknowledgement issued with ticket number
3. Investigation by concerned department
4. Root Cause Analysis (RCA)
5. Corrective action
6. Customer communication
7. Closure with approval from PNO

6. Special SOP for LAP-Specific Complaints

6.1 Property Document Issues

- Immediate verification with custody department
- TAT for document release: **30 working days post loan closure**
- Dual verification before dispatch

6.2 Interest / Penal Charges Disputes

- Check sanction letter & agreement
- Confirm adherence to RBI circulars
- Reverse incorrect charges within 5 working days

6.3 Recovery Related Complaints

- Ensure adherence to Fair Practices Code
- Verify call recordings / visit logs
- Immediate action against misconduct

6.4 Credit Bureau Reporting Complaints

- Verify reporting records
- Rectification within **21 days**
- Written intimation to customer

Nature of Complaint TAT

General Service	7 days
Interest / Charges	7–10 days
Property Documents	15 days
Bureau Correction	21 days
Escalated Cases	30 days max

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Complaint Severity Classification Framework (H–M–L Model)

1. Objective

To classify complaints based on **risk impact, regulatory exposure, financial impact, and reputational sensitivity**, ensuring:

- Faster resolution of critical issues
- Escalation to senior management where required

HIGH SEVERITY COMPLAINTS

Definition:

Complaints involving **regulatory breach, financial loss, legal risk, property risk, customer rights violation, or reputational damage.**

Nature of Complaint:

- Wrongful retention of original property documents
- Refusal/delay in property document release post loan closure
- Misselling of loan terms
- Unauthorized interest rate increase
- Harassment / coercive recovery practices
- Fraud / forgery allegation
- Incorrect CIBIL reporting causing loan rejection
- Data privacy breach
- Legal notice received from borrower
- Complaint escalated to RBI / Ombudsman

TAT:

- **Acknowledgement: 24 hours**
- **Resolution: Within 7 working days (max 15 days)**
- Mandatory escalation to Principal Nodal Officer

MEDIUM SEVERITY COMPLAINTS

Definition:

Complaints involving **service deficiency or financial disputes without immediate regulatory breach.**

Nature of Complaint:

- Interest calculation disputes
- Penal charge disputes
- Delay in loan disbursement
- Delay in issuance of NOC
- EMI posting mismatch
- Part-payment posting error
- Staff miscommunication
- Delay in deliverables issuance

TAT:

- **Acknowledgement: 48 hours**
- **Resolution: Within 10 working days**

Escalation:

- Escalate to PNO if unresolved within 7 days

LOW SEVERITY COMPLAINTS

Definition:

General queries or minor service-related issues without financial or regulatory impact.

Nature of Complaint:

- Request for Deliverables
- Change in contact details
- Account balance inquiry
- Clarification on interest rate
- Request for amortization schedule

Risk Impact:

- Minimal

TAT:

- **Acknowledgement: 48 hours**
- **Resolution: Within 3–5 working days**

Severity	Escalation Level	Reporting	Board Visibility
High	Principal Nodal Officer	Immediate	Yes
Medium	Grievance Redressal Officer	Monthly	Summary
Low	Branch / Ops Head	Internal MIS	No

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CUSTOMER COMPLAINT REDRESSAL FLOWCHART

Lodge Complaint

- Call Customer Care
- Email support
- Use online complaint form / app
- Visit nearest branch

→ If Resolved — Process Ends

→ If Not Resolved — Go to Level 1

Level 1 — CBM/RSM

- Submit complaint reference number
- Branch reviews and responds

→ If Resolved — Process Ends

→ If Not Resolved — Go to Level 2

Level 2 — Principal Nodal Officer (As per RBI Directions)

- Nodal Officer details must be displayed on website (Name, Address, Email, Phone)
- Review and response within stipulated TAT

→ If Resolved — Process Ends

→ If Not Resolved — Go to Level 3

Level 3 — Management

- Final internal escalation
- Detailed review of unresolved grievance

→ If Resolved — Process Ends

→ If Not Resolved — Eligible for RBI Ombudsman

RBI Integrated Ombudsman Scheme.

- File complaint at **CMS Portal**: <https://cms.rbi.org.in>
- Can be approached if:
 - RE has not responded within 30 days, or

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- Customer is dissatisfied with the response

3. OPTIONAL SECTION FOR WEBSITE – MANDATORY DISCLOSURES

You should display the following:

✓ Contact details of all levels:

- Customer Care
- CBM/RSM Name & Contact Number
- Principal Nodal Officer
- Management

✓ Turnaround Times (TAT)

As per internal policy.

✓ Link to RBI Integrated Ombudsman Scheme

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