



BAID FINSERV LIMITED

(FORMERLY KNOWN AS BAID LEASING AND FINANCE CO. LTD.)

GRIEVANCE REDRESSAL MECHANISM POLICY

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Company Circulation

Version Control

Document Version	Description of Change/ Annual Review	Date	Prepared / Changed by
1.0	Annual Review	04 th May 2022	Office of Chief Financial Officer

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The Company has provided for three tier Grievance Redressal Mechanism to resolve any of its customers query / grievance.

Level 1:

Please visit to the nearest Baid Finserv Ltd. branch and submit your complaints/grievance and get your complaint lodged in the Compliant and Grievance Register maintained at the branches (During the working hours 10:00 A.M. to 5:30 P.M.)

We will respond to your compliant within 15 working days.

Level 2:

The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation/alteration of credit information. The details of the Grievance Redressal Officer are given as follows:

GRIEVANCE REDRESSAL OFFICER – MR. AMAN BAID

ADDRESS - “BAID HOUSE”, 2ND FLOOR, 1-TARA NAGAR, AJMER ROAD, JAIPUR-06

DESIGNATION – WHOLE-TIME DIRECTOR & GRIEVANCE REDRESSAL OFFICER

CONTACT NO. - 9214018855

E-MAIL ID - amanbaid@baidgroup.in

Level 3:

If the complaint is not resolved within 15 days, the customer shall complaint to the Chairman and Managing Director of the Company at his email id: baidfinance@baidgroup.com

Level 4:

If the complaint / dispute is not redressed within a period of one month from date of its receipt by the Chairman, the customer can lodge a complaint on RBI CMS portal - <https://cms.rbi.org.in> or alternatively, the customer may appeal to:

**Deputy General Manager,
Department of Non-Banking
Supervision,
Reserve Bank of India, Tonk Road,
Jaipur – 302004 (Rajasthan)**

Points to be complied with along with the redressal process thereof:

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- The above information shall also be displayed at the branches / places where the business of the Company is transacted for the benefit of the customers.
- In case of complaints received, the concerned Relationship Manager would report the matter with full details within 2 days from date of receipt, to grievance redressal officer (GRO).
- The GRO shall take all necessary steps to redress and resolve the grievance, and will send a response as soon as possible and in any case not later than a maximum period of 15 days. If the complaint received from the customer is in respect of updation/alteration of credit information, the same shall be responded with 10 working days.
- Any unresolved / not replied grievance shall be escalated to the Chairman and Managing Director of the Company, who shall take all necessary steps to redress and resolve the grievance, and will send a response as soon as possible and in any case not later than a maximum period of one month of its receipt from the GRO.
- The Status Report on all complaints shall be placed before the Board of Directors for their review on a quarterly basis.

Proposed by:	
Name	Signature
Mr. Aditya Baid, Chief Financial Officer	
Reviewed by:	
Mr. Aman Baid, Whole Time Director	

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Approving Authority	Board of Directors
Date of Approval/ Review	May 04, 2022

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