



Namdev Finvest Private Limited

Har Pal Aap Ke Saath ..

Grievance Redressal Mechanism

NAMDEV FINVEST PRIVATE LIMITED

Har **Registered Office:**h ..

**S-1, S-7-8, SHREE NATH PLAZA, SECOND FLOOR,
NEER SAGAR MARKET, BHANKROTA, JAIPUR,
RAJASTHAN-302026
INDIA**

CIN NO:U65921RJ1997PTC047090

1. OBJECTIVE

As per Fair Practices Code followed by Namdev Finvest Private Limited (hereinafter referred to as 'Company'), Company needs to have a Grievance Redressal Policy/Mechanism which should be approved and mandated by the Board of Directors.

The Company's Grievance Redressal Policy fulfils the following principles:

- To provide the Stakeholders (Employee/Dealer/Investor/Customer) support by adhering to laid down procedure.
- To comply with the regulatory guidelines as required for this function.

2. DEFINITIONS

Grievance/Complaint: A "Grievance/Complaint" is an expression of dissatisfaction with a product or service, either orally or in writing, from a Stackholders. A Stackholders may have a genuine cause for complaint, although some complaints may be made as a result of a misunderstanding or an unreasonable expectation of a product or service.

3. GRIEVANCE REDRESSAL POLICY FOR EMPLOYEES

NFPL regards it important that all its employees will have sufficient knowledge of such procedure and easy access to it. To this effect NFPL has formulated a grievance procedure, which has as its main objective the speedy resolution of shop floor grievances and thereby eliminating possible and unnecessary causes of conflict. Employees Complain shall be first logged with their immediate Reporting Manager and in Non-Resolution to the complaint from Reporting Manager it shall be direct to the Head of the Department. If the Complain remain unsolved, they may follow the Redressal Mechanism to get the Resolution.

4. GRIEVANCE REDRESSAL POLICY FOR DEALERS/VENDOR

Dealers/Vendor complaint shall be first logged with the Chief Business Officer at Head Office or can logged their complain through SM/BDM. If Dealer is not satisfied with the provided solution or resolution remain unsolved, then the complaint to be escalated to National Credit Head at Head Office on the given details in the Redressal Mechanism.

5. GRIEVANCE REDRESSAL POLICY FOR INVESTOR

Investor or investor's representative in case of any complaint or issue with the company or its staff, they shall first raise complaint with Chief Financial Officer of the company and in case of non-resolution it will be escalated on the given contact details in the Redressal Mechanism to CEO of the Company.

6. GRIEVANCE REDRESSAL POLICY FOR CUSTOMERS

Customer complaint shall be first logged at nearest branch in complaint register where Branch Manager to be the first point of interaction with customer and if customer is not satisfied with the provided solution, then the complaint to be escalated to the senior authority as intimated to customer or to the Grievance Redressal Officer whose contact details shall be displayed at the branches. The following information shall be displayed prominently, for the benefit of the customers at branches / places where business is transacted.

| Grievance Redressal Mechanism | | | |
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| Grievance Related to Employee | | Grievance Related to Dealer/Vendor | |
| 1st Contact | Ms. Archana Singh President-HR Namdev Finvest Private Limited S1-S7-S8, Second Floor, Shree Nath Plaza, Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026 Ph.:1800-103-5800 +91-141-2250026 Ext-8001 Email: Archana.singh1@namfin.in | 1st Contact | Mr. Sanjay Sharma Chief Business Officer Namdev Finvest Private Limited S1-S7-S8, Second Floor, Shree Nath Plaza, Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026 Ph.:1800-103-5800 +91-141-2250026 Ext-8055 Email: sanjayk.sharma@namfin.in |
| If the complaint / dispute is not redressed within a period of 15 days, the Employee may appeal to Independent Director on details as under: | | If the complaint / dispute is not redressed within a period of 15 days, the Dealer may appeal to National Credit Head on details as under: | |
| 2nd Contact | Mr. N.K Sharma Independent Sharma Namdev Finvest Private Limited. S1-S7-S8, Second Floor, Shree Nath Plaza, Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026 Ph.:1800-103-5800 +91-141-2250026 Ext-8016 Email: nk.sharma@namfin.in | 2nd Contact | Mr. Rakesh Kumar Saini National Credit Head Namdev Finvest Private Limited S1-S7-S8, Second Floor, Shree Nath Plaza, Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026 Ph.:1800-103-5800 +91-141-2250026 Ext-8052 Email: rakesh.saini1@namfin.in |
| Grievance Related to Customer | | Grievance Related to Investor | |
| 1st Contact | Mr. Vikram Singh Grievance Redressal Officer /Nodal Officer Namdev Finvest Private Limited S1-S7-S8, Second Floor, Shree Nath Plaza, Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026 Ph.:1800-103-5800 +91-141-2250026 +91-9001716888 Email: nodalofficer1@namfin.in | 1st Contact | Mr. Vinod Sharma Chief Financial Officer Namdev Finvest Private Limited S1-S7-S8, Second Floor, Shree Nath Plaza, Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026 Ph.:1800-103-5800 +91-141-2250026 Ext-8002 Email: Vinod.sharma@namfin.in |

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| If the complaint / dispute is not redressed within a period of 15 days, the Customer/Client may appeal to National Sales Credit Head on details as under: | | If the complaint / dispute is not redressed within a period of 15 days, the Investor may appeal to MD & CEO on details as under: | |
| 2nd Contact | Mr. Jitendra Tanwar CEO Namdev Finvest Private Limited S1-S7-S8, Second Floor, Shree Nath Plaza, Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026 Ph.:1800-103-5800 +91-141-2250026 Email: Jitendra@namfin.in | 2nd Contact | Mr. Jitendra Tanwar CEO Namdev Finvest Private Limited S1-S7-S8, Second Floor, Shree Nath Plaza, Near Sagar Market, Bhankrota, Ajmer Road, Jaipur-302026 Ph.:1800-103-5800 +91-141-2250026 Email: Jitendra@namfin.in |
| If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI as under: | | | |
| 3rd Contact | The NBFC Ombudsman Reserve Bank of India, Sansad Marg, New Delhi 110001 Tel: 01123724856 Email: cms.nbfconewdelhi@rbi.org.in | | |

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