

# DUGAR FINANCE & INVESTMENTS LIMITED

*("Dugar Finance" / "the Company")*

## GRIEVANCE REDRESSAL POLICY

*(In accordance with RBI guidelines on Customer Service & Grievance Redressal)*

**Registered Office:**

7th Floor, Dugar Towers, 34 (123) Marshalls Road,  
Egmore, Chennai – 600 008

## VERSION HISTORY

Version	Approval Date	Approving Authority	Regulatory Reference
V 1.0	09 <sup>th</sup> March, 2026	Board of Directors	RBI Master Directions – Scale Based Regulation, 2023; RBI letter dated December 9, 2025

## DOCUMENT CONTROL

<b>Policy Owner</b>	Compliance Department, Dugar Finance & Investments Limited
<b>Approving Authority</b>	Board of Directors
<b>Frequency of Review</b>	Annual or as and when required due to regulatory / operational changes
<b>Effective Date</b>	09 <sup>th</sup> March, 2026

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## 1. INTRODUCTION AND BACKGROUND

Dugar Finance & Investments Limited (hereinafter referred to as "Dugar Finance", "DFIL" or "the Company") is a Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India (RBI) and is classified under the NBFC – Base Layer (NBFC-BL) as per the Scale Based Regulatory framework.

The Reserve Bank of India, vide its Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, as amended from time to time, has mandated that the Board of Directors of every applicable NBFC shall put in place a grievance redressal mechanism within the organisation. Further, RBI vide its letters CEPD.CO. PRS/S985/13-01-008/2023-24 dated November 7, 2024, CEPD.CO. PRD1/S1127/13-01-008/2023-24 dated December 2, 2024 and CO.CEPD.PRS.No.S863/13-01-008/2025-2026 dated December 9, 2025 has issued specific directions on handling of complaints, including disclosures on the websites of Regulated Entities (REs).

In compliance with these directions and in line with the Hon'ble High Court of Delhi's directions in W.P.(C) 16659/2022 & CM APPL. 52510/2022, the Company has formulated this Grievance Redressal Policy ("the Policy") to ensure prompt, fair and transparent handling of customer grievances.

The Company recognises that customer service is a key driver of long-term business sustainability and that customer feedback, including grievances, provides valuable inputs for improving products, processes and services.

## 2. OBJECTIVES OF THE POLICY

The primary objectives of this Policy are:

- **Fair Treatment:** To ensure that all customers are treated fairly and without bias at all times.
- **Courteous and Timely Resolution:** To address customer concerns courteously and resolve them within defined turnaround times.
- **Transparency:** To put in place a transparent grievance redressal mechanism with clearly defined escalation levels and contact details.
- **Customer Awareness:** To make customers fully aware of their rights and the alternative remedies available to them, including the Reserve Bank – Integrated Ombudsman Scheme, 2021.
- **Continuous Improvement:** To use grievance data and root cause analysis to drive process improvements and prevent recurrence of similar complaints.
- **Compliance:** To ensure full compliance with applicable RBI guidelines, the Fair Practices Code and other regulatory requirements.

## 3. APPLICABILITY

This Policy shall apply to all customers of Dugar Finance & Investments Limited and shall cover all complaints, grievances, queries and disputes communicated through the officially recognised channels of the Company. The Policy is binding on all employees, agents, business correspondents, recovery agents and outsourced service providers of the Company.

## 4. DEFINITIONS

**"Complaint" / "Grievance"** means any communication that expresses dissatisfaction, in respect of the conduct or any act of commission or omission of the Company or its agents, related to a deficiency in service.

**"Customer"** means any person who avails or has availed any product or service of the Company.

**"Grievance Redressal Officer (GRO)"** means the officer designated by the Company to handle customer grievances at the second level of escalation.

**"Principal Nodal Officer (PNO)"** means the senior officer designated by the Company to coordinate with the RBI Ombudsman and to handle escalated grievances.

**"Working Day"** means any day other than a Saturday, Sunday or a public holiday declared by the Government / Company.

## 5. MODE AND CHANNELS OF LODGING COMPLAINTS

Customers may lodge their complaints, queries or grievances through any of the following channels:

- **Email:** [compliance@dugar.co.in](mailto:compliance@dugar.co.in)
- **Telephone:** +91 93830 07676 (10:00 AM to 6:00 PM, Monday to Friday, except public holidays)
- **Post / In Person:** Dugar Finance & Investments Limited, 7th Floor, Dugar Towers, 34 (123) Marshalls Road, Egmore, Chennai – 600 008.
- **Website:** Through the "Complaints" section of the Company's website [[www.dugar.co.in](http://www.dugar.co.in)].

Upon receipt of a complaint, the Company shall acknowledge the same and provide a unique reference number / ticket number to the complainant. The complainant is advised to quote this reference number in all subsequent communications.

## 6. GRIEVANCE REDRESSAL ESCALATION MATRIX

The Company has put in place the following four-level escalation mechanism for handling customer grievances. Customers are advised to escalate their grievance to the next level only if (a) the resolution is not received within the prescribed turnaround time at the previous level, or (b) the customer is not satisfied with the resolution provided at the previous level.

Level	Contact Person / Team	Mode of Contact	Resolution TAT
<b>Level 1</b>	Customer Service Team	<p><b>Email:</b> <a href="mailto:dugar@dugar.co.in">dugar@dugar.co.in</a></p> <p><b>Telephone:</b> +91 93830 07676</p> <p><b>Hours:</b> 10:00 AM to 6:00 PM, Mon–Fri (excl. public holidays)</p> <p><b>Post:</b> Customer Service, Dugar Finance &amp; Investments Limited, 7th Floor, Dugar Towers, 34 (123) Marshalls Road, Egmore, Chennai – 600 008</p>	Within 7 working days from date of receipt of the complaint
<b>Level 2</b>	<b>Grievance Redressal Officer (GRO)</b>	<p>If the grievance is not resolved within 7 working days at Level 1, or the customer is not satisfied with the resolution provided, the customer may escalate the grievance to the Grievance Redressal Officer:</p> <p><b>Name:</b> Mr. Vijayakumar V</p> <p><b>Designation:</b> Chief Compliance Officer &amp; Grievance Redressal Officer</p> <p><b>Email:</b> <a href="mailto:compliance@dugar.co.in">compliance@dugar.co.in</a></p> <p><b>Telephone:</b> +91 93830 07676</p> <p><b>Hours:</b> 10:00 AM to 6:00 PM, Mon–Fri</p> <p><b>Address:</b> Dugar Finance &amp; Investments Limited, 7th Floor, Dugar Towers, 34 (123) Marshalls Road, Egmore, Chennai – 600 008</p> <p><i>(Customers are requested to quote the original ticket / reference number while escalating to the GRO.)</i></p>	Within 7 working days from date of escalation to the GRO
<b>Level 3</b>	<b>Principal Nodal Officer (PNO)</b>	<p>If the customer is not satisfied with the resolution provided by the GRO, the customer may further escalate the grievance to the Principal Nodal Officer:</p> <p><b>Name:</b> Mr. Prashant Jain</p> <p><b>Designation:</b> Principal Nodal Officer</p> <p><b>Email:</b> <a href="mailto:prashant@dugar.co.in">prashant@dugar.co.in</a></p> <p><b>Telephone:</b> +91 98410 96460</p> <p><b>Hours:</b> 10:00 AM to 6:00 PM, Mon–Fri</p> <p><b>Address:</b> Dugar Finance &amp; Investments Limited, 7th Floor, Dugar Towers, 34 (123) Marshalls Road, Egmore, Chennai – 600 008</p>	Within 7 working days from date of escalation to the PNO
<b>Level 4</b>	RBI – Integrated Ombudsman	If the grievance is not redressed within a period of 30 days from the date of lodging the	As per the Reserve Bank

Level	Contact Person / Team	Mode of Contact	Resolution TAT
		<p>complaint, or if the customer is not satisfied with the resolution provided by the Company, the customer may approach the RBI Ombudsman through any of the following channels:</p> <p><b>Online:</b> <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>  <b>Email:</b> CRPC@rbi.org.in  <b>Toll-Free:</b> 14448 (9:30 AM to 5:15 PM)  <b>Post:</b> The Officer-in-Charge, Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160 017</p>	– Integrated Ombudsman Scheme, 2021

The Company shall display the above information prominently at its registered office and on its website for the benefit of its customers.

## 7. TURNAROUND TIME (TAT)

The Company shall endeavour to resolve every customer complaint within the timelines specified in the escalation matrix above. In any case, the overall resolution timeline (Level 1 + Level 2 + Level 3) shall not exceed 30 days from the date of receipt of the complaint, in line with RBI guidelines.

If a complaint requires additional time for resolution due to its nature or complexity, the Company shall communicate an interim response to the customer along with the reasons for the delay and the expected timeline for final resolution.

## 8. RESERVE BANK – INTEGRATED OMBUDSMAN SCHEME, 2021

In line with the Reserve Bank – Integrated Ombudsman Scheme, 2021, the Company shall:

- Display the salient features of the Scheme – in English, Hindi and the regional language – prominently at its registered office and other places where business is transacted.
- Display the salient features of the Scheme along with a copy of the Scheme and the contact details of the Principal Nodal Officer on the Company's website.
- Make a copy of the Scheme available at its registered office to be provided to customers on request.
- Include the link to the RBI's complaint portal (<https://cms.rbi.org.in>) in its final response to complainants whose complaints have been wholly or partly rejected.

## 9. DISPLAY OF INFORMATION ON THE WEBSITE

In compliance with RBI's letter dated December 9, 2025 (CO.CEPD.PRS.No.S863/13-01-008/2025-2026) and the directions of the Hon'ble High Court of Delhi in W.P.(C) 16659/2022 & CM APPL. 52510/2022, the Company shall display, under the "Complaints" section of its website, the following:

- The name, designation, address, telephone number and email ID of the Customer Service team / Grievance Redressal Officer / Principal Nodal Officer.
- A flowchart clearly outlining the procedure for lodging a complaint and the escalation mechanism, depicting the hierarchy of officers responsible for handling consumer grievances. (Refer Annexure I.)
- Salient features of the Reserve Bank – Integrated Ombudsman Scheme, 2021, along with the link to the RBI's complaint portal (<https://cms.rbi.org.in>).
- The Fair Practices Code of the Company.
- Periodic disclosures relating to customer complaints, as required by RBI from time to time.

## 10. INTERNAL OMBUDSMAN (IO)

As on the date of this Policy, Dugar Finance & Investments Limited is classified under the NBFC – Base Layer (NBFC-BL) and accordingly is not required, under the Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023, to appoint an Internal Ombudsman.

In the event the Company crosses the applicability thresholds prescribed by RBI under the Internal Ombudsman framework, or is otherwise required to appoint an Internal Ombudsman, this Policy shall be amended to incorporate the role, responsibilities, escalation flow and reporting requirements of the Internal Ombudsman, and the same shall be placed before the Board of Directors for approval.

## 11. MONITORING, REPORTING AND ROOT CAUSE ANALYSIS

### 11.1 Internal Monitoring

The Compliance Department shall maintain a register of all complaints received, including the date of receipt, nature of the complaint, action taken, date of resolution and final disposition. A consolidated report of customer grievances shall be reviewed by the Managing Director / Chief Executive Officer on a monthly basis.

### 11.2 Board Oversight

The Board of Directors and the senior management of the Company shall periodically review the functioning of the grievance redressal mechanism. A consolidated report of customer grievances, including the number and nature of complaints received, resolved and pending, shall be placed before the Board of Directors at least on an annual basis.

### **11.3 Root Cause Analysis**

The Company shall undertake a Root Cause Analysis (RCA) of customer grievances at least on a half-yearly basis to identify systemic issues and to put in place corrective measures. The findings of the RCA shall be reviewed by the senior management at least annually.

### **11.4 Regulatory Reporting**

The Company shall submit such periodical reports to the Reserve Bank of India / Consumer Education and Protection Department (CEPD) of RBI on customer complaints, as may be required from time to time, including through the DAKSH portal of RBI.

## **12. SENSITIZATION OF STAFF**

The Company shall, on an ongoing basis, sensitise its employees, agents, business correspondents, recovery agents and outsourced service providers on the importance of fair customer treatment, the contents of this Policy, the Fair Practices Code and the procedures for handling customer grievances. Suitable training programmes shall be conducted at periodic intervals.

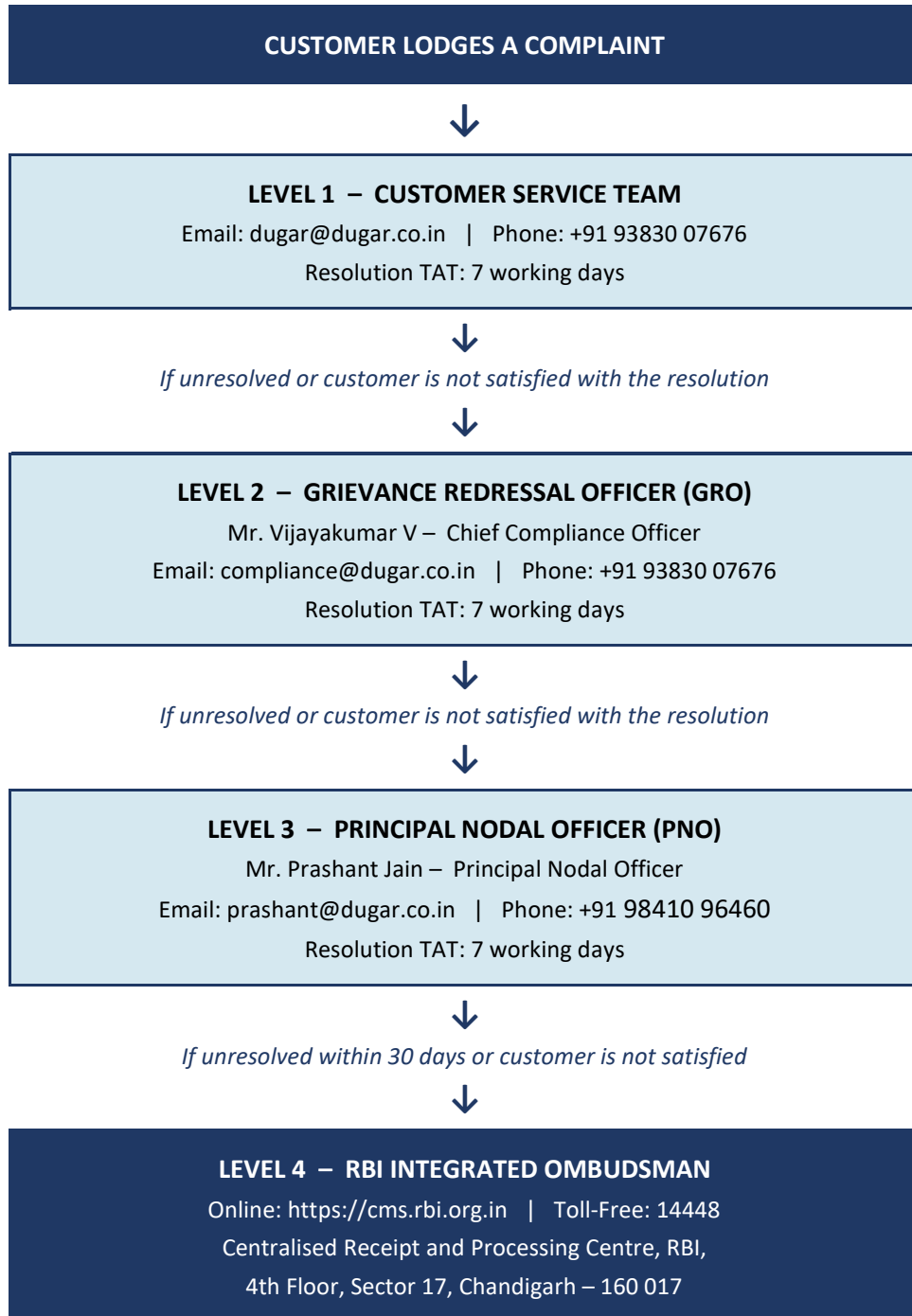
## **13. REVIEW OF THE POLICY**

This Policy shall be reviewed by the Board of Directors at least on an annual basis or earlier in the event of any change in the regulatory framework or business / operational requirements, whichever is earlier. Any amendments to the Policy will be communicated to all relevant employees and stakeholders.

Any deviation from this Policy shall be undertaken only with the prior approval of the Board of Directors, unless otherwise specified in this Policy.

## ANNEXURE I – GRIEVANCE REDRESSAL FLOWCHART

The following flowchart depicts the procedure for lodging a complaint and the escalation mechanism at Dugar Finance & Investments Limited:



— END OF POLICY —