

Nipun Projects and Finance Private Limited

Grievance Redressal Mechanism

Serial No.	Prepared by	Date of Approval of Board
1	Operations, Compliance	02-04-2024
2	Operations, Compliance	28-10-2024
3	Operations, Compliance	25-03-2025
4	Operations, Compliance	28-07-2025

Grievance Redressal Mechanism

Pursuant to the guidelines issued by Reserve Bank of India, the Board of Directors of Nipun Projects and Finance Private Limited ('Nipun' or 'Company') is entrusted with the responsibility of laying down a Grievance Redressal Policy/Mechanism (GRM) within the organization. GRM is intended to ensure that all disputes arising out of decisions of lending institution's various functionaries are heard and disposed appropriately.

The Company is committed to ensure that the service is delivered to the customers pro-actively. A complaint/grievance by a customer constitute an important part of the same, and this Policy document aims at putting up a framework for minimizing and resolving instances of such grievances through proper redressal mechanism.

As per Fair Practices Code, the Company need to have a Grievance Redressal Policy/Mechanism which should be approved by the management.

The GRM aims to fulfil the following broad principles:

1. To provide the best customer service support by adhering to laid down procedure;
2. Fair treatment to all the customers;
3. Resolve the customer issues with in the specified TAT;
4. To comply with the regulatory guidelines as required for this function.

Loan facilities to the physically/visually challenged by the Company

In compliance with Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, the Company shall not discriminate in extending products and facilities including loan facilities to physically/visually challenged applicants on grounds of disability. All branches of the company shall render all possible assistance to such persons for availing of various business facilities. The Company shall include a suitable module containing the rights of persons with disabilities guaranteed to them by the law and international conventions, in all the training programmes conducted for their employees at all levels. The Company is committed to ensure redressal of grievances of persons with disabilities under this Grievance Redressal Mechanism.

Process of Grievance Redressal

In order to effectively understand and address customer grievances, the Company has following channels of communication:

Level 1

1. Approach the respective Branch Managers where the customer has availed the service for a resolution.
2. Customers can also email us their grievances/request at customercare@optimoloan.com

Customers can also call us/write to us as per below details:

Mr. Vishal Laxmeshwar

Nipun Projects and Finance Private Limited - Customer Service Department

Corporate Office: 3rd Floor, 448, 17th Cross Rd, Sector 4, HSR Layout, Bengaluru, Karnataka 560102

Contact No: 7996-796-796

Level 2

A robust escalation matrix is set up as under:

In case the customer did not receive any response from the customer care within a period of 20 days or if they are not satisfied by the response from customercare@optimoloan.com, then escalation can be made to:

Mr. Shreenivas Hegde
Grievance Redressal Officer
Email: grievance@optimoloan.com
Contact No. 9964164700

Level 3

Further, in case the customer did not receive a response within 20 days from the date of escalation/ is not satisfied by the response provided by the Grievance Redressal Officer, then the customer can approach the RBI Ombudsman. The details of as provided below:

S No	Centre	Address
1	New Delhi	C/o Reserve Bank of India, 06, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23313359
2	Bengaluru	C/o Reserve Bank of India 10/3/8, Nrupathunga Road Bengaluru -560 001 STD Code: 080 Tel. No. 22277660/22180221
3	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Tel No. 25395964 Fax. 25395488

Review and Monitoring:

The Grievances raised by customers are being reviewed by the management on a continuous basis. The GRM is hosted on the website of the Company and the same will also be displayed at all the branches of the company. The GRM will be reviewed by the Board of Directors periodically as and when required.