EVAM FINANCE PRIVATE LIMITED

India's Climate Finance Platform | RBI-Registered NBFC

GRIEVANCE REDRESSAL POLICY

Customer Grievance Handling, Turnaround Standards & Escalation Framework

1. Purpose

This Grievance Redressal Policy ("Policy") sets out the framework adopted by Evam Finance Private Limited ("Evam" or the "Company") for timely, fair, and transparent handling of customer complaints. The Policy reflects Evam's commitment to customer fairness and complements the Fair Practices Code.

2. Regulatory Context

Evam Finance Private Limited ("Evam" or the "Company") is a Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India (RBI). This Policy is framed and maintained in accordance with applicable provisions of the Companies Act, 2013, the Reserve Bank of India Act, 1934, and the RBI Master Directions and Circulars applicable to NBFCs, including — without limitation — the RBI Master Direction on Scale-Based Regulation for NBFCs (as amended), applicable Fair Practices and Conduct guidelines, and the Company's Board-approved governance framework.

- RBI Fair Practices Code for NBFCs, including requirements relating to customer complaint handling;
- Reserve Bank – Integrated Ombudsman Scheme, 2026 (as amended) to the extent applicable to NBFCs;
- RBI Master Directions on Scale-Based Regulation for NBFCs;
- Consumer Protection Act, 2019 and related statutory consumer forums.

3. Objectives

- Treat all customers fairly and without bias.
- Handle complaints promptly, courteously, and effectively.
- Resolve grievances in a time-bound manner with documented traceability.
- Use complaint data as a source of learning to improve processes and products.
- Provide clear escalation pathways to customers, including the RBI Ombudsman where applicable.

4. Scope

This Policy applies to all customer-facing activities of Evam — including loan origination, disbursement, servicing, collections, and closure — and to all borrowers, guarantors, and prospective customers. It covers complaints received through any channel: phone, email, letter, website, in-person, social media, or through RBI/Ombudsman / Consumer Forum.

5. Definitions

- Complaint / Grievance — a written or verbal expression of dissatisfaction by a customer (or prospective customer) about Evam's product, service, staff conduct, or process.
- Query — an information request that does not express dissatisfaction (handled through normal customer service channels; not tracked as a grievance unless escalated).

- Turnaround Time (TAT) — time from receipt of a complaint to its final resolution and communication to the customer.

6. Grievance Redressal Mechanism — Three-Level Framework

6.1 Level 1 — Frontline Resolution

The customer may lodge a grievance through any of the following channels:

- Customer Service Email: [support@evamfinance.com] or sakshi@evamfinance.com
- Written communication addressed to the Registered / Corporate Office
- Online grievance form on www.evamfinance.com
- In-person at any Evam office

Frontline resolution: The receiving team shall acknowledge within 3 business days (immediate for phone channel), record the complaint in the Grievance Register / system, and endeavour to resolve within 14 working days.

6.2 Level 2 — Grievance Redressal Officer (GRO)

If the customer is not satisfied with the Level 1 resolution, or the complaint remains unresolved beyond 14 working days, the customer may escalate to the Grievance Redressal Officer. The GRO details shall be prominently displayed on the website, customer communications, and office notice boards.

- Grievance Redressal Officer — Madhusudan Goud
- Email: madhusudan@evamfinance.com
- Phone: 9008834577
- Address: Evam Finance Pvt Ltd, C-30, 10th Floor, West Wing, Raheja Towers, M.G. Road, Bangalore - 560001

The GRO shall acknowledge within 2 business days and provide a final response within 30 days from the date of original complaint receipt (including any time taken at Level 1).

6.3 Level 3 — Principal Nodal Officer / Chief Compliance Officer

If the customer is not satisfied with the GRO response, the complaint may be escalated to the Principal Nodal Officer (PNO) / Chief Compliance Officer, whose contact details shall also be published.

- Principal Nodal Officer — Akella Shri Ram Vamsi
- Email: vamsi@evamfinance.com
- Address: Evam Finance Pvt Ltd, C-30, 10th Floor, West Wing, Raheja Towers, M.G. Road, Bangalore - 560001

The PNO shall respond within 15 working days of escalation.

6.4 Level 4 — Reserve Bank – Integrated Ombudsman

If the customer does not receive a response within 45 days from the date of original complaint, or is not satisfied with the response received, the customer may approach the Reserve Bank – Integrated

Ombudsman under the RB-IO Scheme, 2026 (as applicable to NBFCs of the relevant category). Complaints may be lodged online at https://cms.rbi.org.in, through email crpc@rbi.org.in, or by post to the Centralized Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Central Vista, Sector-17, Chandigarh-160017.

7. Turnaround Standards

Activity	Standard TAT
Acknowledgement of complaint (email/letter)	3 business days
Level 1 resolution	14 working days
Level 2 (GRO) final response	30 days (from original complaint date)
Level 3 (PNO/CCO) response to escalation	15 working days (from escalation date)

8. Governance & Roles

8.1 Board / Audit Committee

- Approves this Policy; reviews grievance trends, root causes, and corrective actions at least semi-annually.
- Reviews customer service performance and Ombudsman cases.

8.2 Principal Nodal Officer / Chief Compliance Officer

- Owns the Policy and monitors implementation.
- Prepares regulatory reports on customer complaints and Ombudsman cases.
- Reviews quality of grievance handling.

8.3 Grievance Redressal Officer (GRO)

- Single point of accountability for Level 2 resolution.
- Maintains Grievance Register; publishes monthly MIS to management.

8.4 Customer Service / Operations Team

- First-line handling of customer contacts.
- Logs all complaints in the CRM / grievance system with unique tracking reference.

9. Record-keeping & MIS

- All complaints shall be logged in a centralised Grievance Register / system with unique reference number, date of receipt, channel, category, resolution, date of closure, and customer feedback (if any).
- Category-wise MIS shall be prepared monthly covering number of complaints, TAT compliance, repeat complaints, root causes, and corrective actions.
- Records shall be maintained for a period as required under statutory guidelines.

10. Root Cause Analysis & Continuous Improvement

- Recurring themes in complaints (e.g., delay in document return, disputed charges, collection conduct) shall be subject to Root Cause Analysis.
- Learnings shall flow into process improvements, staff training, policy amendments, or product notes.

11. Customer Awareness

- Grievance redressal channels shall be displayed on Evam's website, in branches, in sanction letters, and on notices/posters.
- Customers shall be informed of their right to approach the RBI Ombudsman.
- Customer communication shall be in the language understood by the customer wherever practicable.