

Grievance Redressal Mechanism (GRM)

(i) The Board of Directors of RECAPITA FINANCE has laid down the appropriate grievance redressal mechanism within the organization to resolve disputes arising in this regard. Such a mechanism ensures that all disputes arising out of the decisions of the Company are heard and disposed off at least at the next higher level. The customer shall be informed of the customer complaint process / GRM followed by RECAPITA FINANCE. The customer shall be entitled to approach the Principal Officer/Designated Director, who shall ensure to take up the grievance promptly and try to resolve the matter expeditiously. If the matter is not resolved within a period of 7 working days or is not capable of being resolved then the customer shall be informed appropriately at the earliest opportunity. All communication in relation to the GRM shall be in writing.

(ii) In this regard, RECAPITA FINANCE has also set up a dedicated e-mail address at: grievanceofficer@recapitafinance.com where customers and other stakeholders including vendors can submit their grievances, complaints and suggestions. All complaints received by RECAPITA FINANCE shall be tabled at the meeting of the Board of Directors every quarter.

(iii) The Board of Directors shall annually review the compliance of the FPC and the functioning of the GRM. A consolidated report of compliance shall be submitted to the Board every year.

