ICHIBAAN FINANCE PRIVATE LIMITED
Website: https://ichibaanfinance.com/

CUSTOMER GRIEVANCE REDRESSAL POLICY – VERSION 2.0

Approved by Board of Directors on 2nd February 2026
Effective from 2nd February 2026

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1. PREAMBLE

Ichibaan Finance Private Limited ("the Company") is committed to providing fair, transparent, and efficient financial services to its customers.

In accordance with:

- RBI Master Direction – NBFC – Scale Based Regulation (SBR), 2023
- RBI Fair Practices Code guidelines
- Reserve Bank – Integrated Ombudsman Scheme (RB-IOS), 2021 (as amended)

the Company has established a structured, transparent, and time-bound Customer Grievance Redressal Mechanism.

This Policy applies only to grievances raised by customers of the Company.

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2. OBJECTIVE

The objectives of this Policy are to:

- Provide a clear and accessible grievance redressal framework
- Ensure prompt and fair resolution of customer complaints
- Improve service quality through feedback analysis
- Ensure compliance with RBI regulatory requirements.

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3. SCOPE OF COMPLAINTS

This Policy covers complaints relating to:

- Loan processing delays
- Interest rates and charges
- Penal charges
- Gold loan valuation and LTV calculation

- Gold release or auction process
- Recovery practices
- Staff behavior
- Digital lending issues (if applicable)
- Data privacy concerns
- Any deficiency in service (not covered in above points).

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4. PRINCIPLES OF GRIEVANCE REDRESSAL

The Company shall ensure:

✓ Fair and unbiased treatment

✓ No discrimination

✓ No retaliation against complainants

✓ Confidential handling of complaints

✓ Free of cost complaint submission

✓ Transparent escalation mechanism

✓ Resolution within regulatory timelines.

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5. CHANNELS FOR LODGING COMPLAINTS

Customers may lodge complaints through any of the following:

(A) Branch Visit

By approaching the Branch Manager.

(B) Email

ichibaanfinance@yahoo.in

(C) Written Communication

Addressed to Head Office or Grievance Redressal Officer.

(D) Telephone / Customer Care

Bijainagar, Rajasthan: +91 9784262532

Jaipur, Rajasthan: +91 9116162232

Head Office, Mumbai: +91 9821025965

(E) Website

Online grievance submission form (if available) at https://ichibaanfinance.com/

Customers are requested to provide:

- Name and contact details
- Loan Account Number
- Nature of grievance
- Supporting documents (if any)

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6. COMPLAINT ACKNOWLEDGEMENT

- Every complaint shall be acknowledged within **3 working days**.
- A complaint reference number shall be issued.
- The expected timeline for resolution shall be communicated.

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7. ESCALATION MATRIX

Level 1 – Service Manager Level

Service Manager

Resolution Timeline: Within 7 working days

The Executive Office shall attempt immediate resolution wherever possible.

Level 2 – Branch Level

Branch Manager

The Branch Manager shall attempt immediate resolution wherever possible.

Resolution Timeline: Within 15 working days from original complaint date.

Level 3 – Grievance Redressal Officer (GRO) / Nodal Officer

If the complaint remains unresolved:

Grievance Redressal Officer / Nodal Officer :

Name	:	Mr. Meenu Ashokumar Jain
Designation	:	Principal Nodal Officer
Email	:	ichibaanfinance@yahoo.in
Contact	:	9821025965
Address	:	CW 5060, Bharat Diamond Bourse, Bandra Kurla Complex, Bandra East, Mumbai - 400051.

A final response shall be provided within **30 days from the date of receipt of complaint**.

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8. RBI OMBUDSMAN ESCALATION

If:

- The complaint is not resolved within 30 days, OR
- The customer is not satisfied with the final response,

the customer may approach:

Reserve Bank – Integrated Ombudsman Scheme (RB-IOS), 2021

Online Complaint Portal:

https://cms.rbi.org.in

The Company shall clearly mention Ombudsman details in the final response letter and display the same at branches and on its website.

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9. TIMEFRAME FOR RESOLUTION

Stage	Timeline
Acknowledgement	Within 3 working days
Service Manager Level Resolution	Within 7 working days
Branch Level Resolution (Escalated Resolution)	Within 15 working days
Final Resolution	Within 30 days

Where additional time is required due to complexity, interim communication shall be provided to the customer.

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10. GOLD LOAN RELATED COMPLAINTS

For complaints relating to:

- Gold valuation
- LTV calculation
- Auction process
- Surplus refund
- Release of pledged gold

The Company shall:

- Provide transparent clarification
- Share relevant details where required
- Ensure prompt corrective action

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11. RECOVERY RELATED COMPLAINTS

Complaints regarding recovery practices shall be:

- Immediately escalated to senior management / Board of Directors
- Investigated independently
- Corrective action taken where misconduct is established

The Company shall ensure compliance with RBI recovery guidelines at all times.

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12. RECORD MAINTENANCE

The Company shall:

- Maintain a Complaint Register (physical/digital)
- Record nature of complaint, action taken, and closure status
- Preserve records for audit and regulatory inspection
- Conduct periodic analysis of complaint trends

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13. MONITORING & REPORTING

- Monthly review of complaints shall be conducted internally.
- Periodic summary report shall be placed before the Board.
- Root cause analysis shall be performed for recurring issues.

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14. DISPLAY REQUIREMENTS

The following shall be prominently displayed at branches and on the website:

- Grievance Redressal Officer details
- Escalation matrix
- RBI Ombudsman details
- Complaint filing procedure

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15. POLICY REVIEW

This Policy shall be:

- Reviewed annually
- Updated in line with RBI circulars
- Approved by the Board of Directors

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16. EFFECTIVE DATE

This Customer Grievance Redressal Policy – Version 2.0 supersedes all previous versions and shall remain in force until modified by the Board.

For Ichibaan Finance Private Limited

(CIN: U65900MH2010PTC209855)

Mr. Ashokkumar Kanhaiyalal Jain
Director
DIN: 03226248

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