



Client Grievance Redressal Policy

**Digamber Capfin
Limited**



Document Control Page

Document Name	:	Digamber Capfin Limited – Client Grievance Redressal Policy
---------------	---	---

Document Owner	:	Compliance Department-Digamber Capfin Limited
Reviewed By	:	Client Grievance Redresaal Committee
Approved By	:	Client Grievance Redresaal Committee

Classification	:	Internal Use Only
Distribution List	:	Digamber Capfin Limited

Revision History	
Dates	Status
03-10-2016	Approved
15-06-2022	Reviewed
18-02-2023	Reviewed
01-11-2023	Amend
09-10-2024	Amended and Revised
03-06-2025	Revised
21.07.2025	Amended

Table of Contents

1. Introduction	3
2. Scope, Responsibility and Objective	3
3. Tenets of grievance redressal:	3
4. Definition and types of Queries, Requests and Complaints: -	4
5. Guidelines to identification of Multiple/Duplicate Complaints;.....	4
6. Procedure for raising and handling of grievance	4
6.1 Channels available for customers to contact Digamber Capfin Limited for complaints/ requests/queries.....	4-5
6.2 Process to be followed for Client Grievance: -	5
7. Monitoring the quality of the process adopted for Closure of grievances & their categorization	7
7.2 Review & Oversight of monitoring customer grievances:	7-8
8. Framework for resolution of complaints and compensation in case of delayed updatation/rectification of Credit Information of customers.....	8-10
9. Things to be done when complaint is not resolved within 30 days: -	10
Escalation channel & Matrix.....	10
Annexure-1	
Annexure-2	

1. Introduction

We at Digamber Capfin Limited, believe in providing the highest quality of services to our clients. To accomplish this, we have started a dedicated client Grievance Cell to timely and efficiently address the grievances of its customers.

In this regard, we have established a Client Grievance Redressal Mechanism Department (CRGM) to include Grievance Redressal Team (GRT), Grievance Redressal Officer (GRO) and appointed a designated Nodal Officer, who takes up client complaints by taking necessary steps and thereby complies to the regulatory requirement and as prescribed in the Fair Practice Code (FPC) of RBI.

2. Scope, Responsibility and Objective

The grievance redressal process has been defined to address the grievances of all our customers as well as the general public. Attending to the enquiries and requests of our customers are also included under the scope of Grievance Redressal Policy. Staff members at all levels and Grievance Redressal Team are duty bound to address the concerns of our customers.

The objective of the policy is to spell out the framework for Grievance Redressal in the company as outlined in the Fair Practice Code and other relevant circulars issued by Reserve Bank of India from time to time to ensure that:

- a) All customers are treated fairly and in an unbiased manner at all times
- b) All issues raised by customers are dealt with courtesy and resolved on time
- c) Customers are made completely aware of avenues to escalate their grievance within the company and their rights to alternate remedies if they are not fully satisfied with the response or resolution to their grievance
- d) The employees shall work in good faith and without prejudice towards the interest of the customer Through this policy, the company shall ensure that a suitable mechanism exists for receiving and addressing grievances from its customers

3. Tenets of grievance redressal:

The company shall be guided by the following tenets in its approach to grievance redressal:

- a) **Customer Awareness:** The company shall endeavor to make continuous efforts to educate its customers to enable them to make informed choices regarding the loan products as well as channels to approach for grievance redressal.
- b) **Fairness & transparency:** The customer's grievance shall be examined in all fairness and the company shall take a balanced approach to resolve the same. company shall ensure customer grievances are resolved in a timely and efficient manner.
- c) **Training & Development:** To enhance awareness about the Grievance Redressal process, the company provide training sessions through SOP & Module to its staff on the grievances procedures and resolution matrix at the time of Induction and also training session on sensitization and behavioral training has been initiated for recovery staff. Also, Disciplinary action framework for misconduct is also being enforced by the company.
- d) **Escalation:** All responses to customer grievances will provide an escalation matrix mentioning the details of the next level of grievance redressal for the customer.
- e) **Mistry Shopping:** The Company shall conduct mystery shopping exercises, as and when required, to assess the effectiveness of the Client Grievance Redressal Mechanism and to identify any gaps or areas for improvement within the framework.
- f) **Review:** The company shall have a regular process of internal review of customer grievances at multiple hierarchies to enhance quality and effectiveness of customer service.

4. Definition and types of Queries, Requests and Complaints: -

Matters received from the customers shall be classified into the following category.-. The person authorised by the Nodal Officer under the Client Grievance Redressal Mechanism (CGRM) shall decide to categories the **matter** in one of the following category:-

1. **Query** – is defined as any communication from the customers for the primary purpose of requesting information about Digamber Capfin Limited and/or its services. Examples: Clarification on
 - Interest rate offered,
 - Repayment amount,
 - Eligibility for loan etc.
2. **Request** – A "Request" is defined as any communication from a customer/person to Digamber Capfin Limited soliciting a request. Examples:
 - Mobile No. updation
 - Any other update in the record .
3. **Grievance/Complaint:** A "Grievance/Complaint" is defined as any communication from our customer to Digamber Capfin Limited that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of Digamber Capfin Limited and/or any intermediary or asks for remedial action. Examples:
 - Non receipt of No Dues Certificate even after completion of loan and giving request.
 - inappropriate behaviour by any Digamber Capfin Limited staff
 - Harassment of customer regarding repayment

While the appropriate action will be taken for redressal of all the client grievances but request and queries shall also be resolved and may be used for improving the quality of services of the company.

5. Guidelines to identification of Multiple/Duplicate Complaints;

To ensure efficient and transparent Client grievance resolution, the following guidelines shall be followed for identifying and addressing multiple or duplicate complaints submitted in the company;

- **Complaints shall be considered duplicate if:**
 - They are raised by the same client regarding the same issue or incident.
 - The subject matter, facts, and resolution sought are identical or substantially similar.
 - They are received through multiple channels (e.g., email, portal, phone) without new information or escalation.
 -
- **Complaints shall be considered multiple if:**
 - They relate to the same underlying issue but provide additional or updated information.
 - They are submitted as follow-ups before closure of the original complaint.

6. Procedure for raising and handling of grievance

6.1 Channels available for customers to contact Digamber Capfin Limited for complaints/ requests/queries

1. Through walking at the branch office of the company (the branch officials will immediately intimate the Customer Grievance Team at Head Office regarding the grievance/complaint from the customers)
2. Call Toll free no. i.e., 1800-1806-365
3. Through Email: clientgrievance@digamberfinance.in

4. Write a letter to head office address mentioned in loan card
5. Through website of the company
6. Through LOS Application of company
7. Through WhatsApp no of customer

Any of the customers or any other person having any grievance against our staff or our services can take up the same by calling our Toll-free Number 1800-1806-365 or write an email to clientgrievance@digamberfinance.in or address a letter to:

To,

The Principal Nodal officer,
Mr. Dharmendra Kumar Jangid (Vice President)
C/O Digamber Capfin Limited
J 54-55, Anand Moti, Himmat Nagar,
Gopalpura, Tonk Road, Jaipur - 302018, Rajasthan

Customer Awareness Measures: The toll-free number along with the communication address has been printed in the loan card issued to customers. Details of Grievance Redressal channels and Client Grievance Redressal Module are also published on the company's website as well as displayed on the notice boards at branches and Head Office. Additionally, information regarding the channels available for reporting grievances is communicated to all customers through Center Meeting. If a customer wishes to withdraw his/her complaint, he/she must communicate the same to the Company in writing—via letter, email, WhatsApp, or through the mode that maintains a record of the complaint trail.

The company will prominently display the name and contact details (Telephone/mobile number and E-mail ID) of the Principal Nodal Officer along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>) at the website and branches/places where the business is transacted, for the benefit of the customers.

Maximum Turn Around Time for redressal of grievances/complaints of the customer: All Grievances that are escalated to or directly reported to Grievance Redressal team at Head Office or otherwise shall be resolved within a TAT of 30 days of receiving the complaint.

6.2 Process to be followed for Client Grievance: -

To enhance borrower resolution and streamline the grievance redressal process, a centralized Complaint Management System (CMS) has been implemented to digitally capture, track, categorize, and provide resolution of complaints to complainant through SMS/ Email and maintained the acknowledgement of the same .

In addition, the Company has established a Client Grievance Redressal Mechanism (CGRM) Department, wherein the Grievance Redressal Team (GRT) acting as the first level of the Client Grievance Redressal framework.

The Client Grievance Redressal Mechanism (CGRM) department is responsible to adhere the standard operating procedure (SOP) to ensure timely resolution of all complaints including issuance of NOC within 30 days from the closure of loan, Interest Rate issue, Loan information and other complaints received by company.

The Client Grievance Redressal Mechanism (CGRM) Department follows a defined process to resolve complaints, starting from the receipt of the grievance through to its final resolution.

1 Step by step process to be adopted for Redressal of complaint (SOP);

Grievance redressal team (GRT) address the category of grievance received from the channels of complaints and updated the same in CMS portal to generate the ticket.

GRT provide the acknowledgment of receiving grievance to the borrower through ticket generation.

GRT address and resolve the query or request, communicate the resolution to the borrower, maintained documents and subsequently close the complaint.

In case of any compliant the following process will undertake-

1. GRT will receive the complaint from the channels of complaints and acknowledge the same to the customer within 24 hours of receiving the complaint.
2. GRT will ensure that recording of call received from the complaint is stored under the system if recording function is activated.
3. GRT will verify the complaint under the system and check whether it is multiple or duplicate complainant filed as per the guidelines mention under point no. 5 above and intimate the resolution to borrower within 24 hours of receiving the complaint.
4. GRT will checking the details of the customer in the system and verify their loan documents and other details.
5. GRT will try to resolve the matter to the best of their ability as per the process.
6. If GRT is unable to resolve the complaint within TAT period of 7 Days, escalate to Grievance Redressal officer for further processing.
7. For severe matters like fraud/commission or misbehavior then the same will be informed to the Grievance Redressal Officer and Principal Nodal Officer and on the basis of that Grievance Redressal Officer (GRO) will take appropriate action on it and report to PNO on regularly basis. Such severe matters can be closed by PNO only after ensuring necessary action regarding closure. If required, an Investigating officer will be designated to investigate the matter by GRO.

If GRO is unable to close the complaint with the TAT period, then complaint escalate to the PNO and PNO will take appropriate action on this.

Based on the report the action will be taken and the same will be notified to the customer and accordingly MIS and Grievance Fact sheet prepared and maintained for the purpose.

The maximum time to resolve cases is 30 days.

Matrix for Redressal of Complaint:

The Company has implemented a Centralized Compliant Management System to digitally capture, track, categorize, and sent the resolution of the compliant through automated route to borrower. The system is also generating MIS and providing a consolidated view of complaints. The CMS software sent an alert notification to Client Grievance Redressal Mechanism Department (CRGM) whenever an email or communication received on the respective Client Grievance channel.

In addition, the Company has adopted an Escalation Mechanism Matrix for effective and structured resolution of complaints, as outlined below:

Escalation of grievances: The company has a three-tier escalation mechanism for customer grievances, as given below:

- (i) 1st Level: Grievance Redressal Team (GRT)
- (ii) 2nd Level: Grievance Redressal Officer (GRO)
- (iii) 3rd Level: Principal Nodal Officer (PNO)

1st Level: Grievance Redressal Team (GRT)- Within 24 hours of receiving of complaint GRT sent acknowledgement of receiving of complaint to customer and within a period of Seven (7) days from the date of receiving a complaint, initiate the process to identify, analyze, and provide an appropriate resolution in accordance with the established procedures.

2nd Level: Grievance Redressal Officer (GRO): If GRT is unable to resolve the complaint within the prescribed TAT, the Grievance Redressal Officer (GRO) is allocated a Turnaround Time (TAT) of 8 to 15 days to address and resolve the complaint in a timely manner, in accordance with the defined process. The GRO is also responsible for updating the Principal Nodal Officer (PNO) on the status of the complaint.

3rd Level: Principal Nodal Officer (PNO): The Principal Nodal Officer (PNO) will review the current status of the complaint and ensure its closure within 30 days. The Principal Nodal Officer (PNO) will also take appropriate action on complaints received from the GRO, as well as in severe matters like fraud/commission or misbehaviour and severe matters can be closed by PNO only.

After the completion of the process or Investigation, the closure remarks have been mentioned in CMS software to provide timely response to the complainant.

GRT will prepare a MIS on daily basis and Grievance Fact Sheet on quarterly basis to summarizing the key details complaint on the basis of CMS software records and resolution provided to the borrower. Grievance fact sheet will be reviewed and signed off by the Grievance Redressal Officer (GRO) and the Principal Nodal Officer (PNO) to formally record the status of the grievance. (Performa of Grievance fact sheet is annexed as annexure-1)

Mode of response: Company shall ensure that the mode of response is as per the mode of customer intimation received e.g., cases received through e-mail shall be responded through e-mail and if received through telephonic call then response will also be given through telephonic call.

7. Monitoring the quality of the process adopted for Closure of grievances & their categorization

According to RBI Circular RBI/2025-2026/ CO.CEPD.PRS.NO./S226/13-01-008/2025-2026 dated June 03, 2025, Company shall require to conduct a monthly review meeting on or before 14th day of succeeding month under the chairmanship of Whole-time Director along with the Principal Nodal Officer and other respective person to examine and oversight the quality of resolution process adopted to close customer complaints. The objective of this exercise is to identify areas for improvement and to formulate appropriate plans or policies aimed at strengthening the Customer Grievance Redressal Framework, with a focus on enhancing efficiency, accountability, and overall customer satisfaction.

In compliance with the said guidelines, the members of the meeting shall review and analyze the summary of customer grievances received during the respective period. The discussion will focus on identifying key factors contributing to the grievances, the processes adopted for their resolution, timelines involved and escalation rate impacting the status of complaints.

As part of the monitoring process, the members of the meeting ensure that an Internal review monitoring on grievances by the GRT & GRO is being done on daily basis and report of the same to the PNO. A report on the Internal review of Daily monitoring require to submitted in Monthly review meeting for the discussion.

The member of the meeting review the customer grievance summary, report of the daily internal review monitoring and provide necessary directives to the Client Grievance Redressal department.

A detailed report outlining the discussions held during the said meeting shall be prepared and submitted to the Client Grievance Redressal Committee on a quarterly basis for their review.

The Internal Audit Department is responsible for monitoring the Client Grievance Redressal Framework and assessing its effectiveness. It shall conduct a bi-annual audit covering complaint classification, root cause analysis, and the adequacy of complaint closures. Additionally, the Internal Audit Department will review the Client Grievance Redressal Policy on an annual basis.

The audit findings and analysis shall be presented to the Client Grievance Redressal Committee for their review and consideration.

7.2 Review & Oversight of monitoring customer grievances:

The Company shall constitute a Client Grievance Redressal Committee responsible for reviewing and overseeing the detailed reports of the Monthly Review Meetings, the Internal Audit Department's report on the grievance redressal mechanism, and the overall Customer Grievance Redressal Framework including Grievance fact sheet of the Company. The Term of reference (TOR) to constitute members of the committee, quorum, meeting frequency and other details of Client Grievance Redressal Committee is annexed as annexure-2. The Committee shall also review and take note of all grievances received at least once in a quarter.

The minutes of the Client Grievance Redressal Committee will be placed before the meeting of the Board of Directors of the company once in a quarter along with the quarterly MIS report on the client grievance redressal.

The client grievance redressal committee, as a part of its monitoring, shall perform the following activities: -

- a) Analyze/conduct a root-cause analysis of the complaints logged in the company on a half yearly basis. The analysis shall be carried out basis the nature and type of complaint with a view to identify areas of complaints which are endemic in nature and require process review , resolution provided, multiple/ duplicate complaints, resolution period and other related factors.
- b) The analysis shall also include review of detailed report of the discussion held during the monthly review meeting to monitoring the quality of closure of complaints (adequacy of closure as well as timeliness), Internal Audit findings, and on Mystery shopping exercise conducted (if any). Key aspects of the analysis shall be duly highlighted and recorded in the minutes of the Client Grievance Redressal Committee meeting and will be placed in board meeting on annual basis.
- c) Summary of the complaints received and closed shall be reported as part of calendar of reviews.

Role of Compliance Department

Pro-active monitoring by the Compliance Department shall be carried out at a monthly frequency on sample basis for frequent areas of complaints to raise issues to the concerned units including for cases not resolved or inadequately resolved or incorrectly logged.

Compliance department is to ensure that a monthly report of closed complaints shall be placed before the meeting held under the chairmanship of Whole-Time Director (WTD) to review and analysis the quality of closed complaints.

Compliance Department of the company shall be responsible to drive process improvement in coordination with other functions of the Company.

8. Framework for resolution of complaints and compensation in case of delayed updation/rectification of Credit Information of customers

1. According to RBI Circular RBI/2023-24/72 DoR.FIN.REC.48/20.16.003/2023-24 dated October 26, 2023, any complainant, whose complaint is regarding updation/rectification of credit information, is entitled to a compensation of Rs. 100 per calendar day in case their complaint is not resolved within a period of 30 calendar days from the date of initial filing of complaint.
2. A complainant may request a Credit Information Company (CIC) or Digamber Capfin Limited (the Company) to update the credit information by making an appropriate correction, addition or otherwise and on such request the company or CIC shall take steps to update the credit information within 30 days after being requested to do so.
3. The company may receive any complaint from the complainant directly or forwarded by Credit Information Company (CIC) by way of mail or CIC portal.
4. After receiving the complaint regarding the inaccuracy in the credit information, company shall resolve the same and shall forward the correct particulars to the concerned CIC within a period of 21 days from the date of receipt. Failing to do so, company is liable to pay a compensation of Rs.100 per calendar day.
5. The credit team will share the details of the complaint along with reason for delay in resolution to the principal Nodal Officer. Post his approval the compensation amount will be credited to the complainant bank account within 5 working days of the resolution of complaint.
6. The concerned CIC and company collectively has time limit to resolve or dispose off the complaint within 30 days of receiving the complaint (i.e. CIC shall get remainder of 9 days for complete resolution of complaint).

7. The complainant will be informed of the action taken on the complaint in all cases, including the cases where the complaint has been rejected along with the reasons for rejection, if any.
8. Where the complaint has been received and registered by the company and there has been a delay in the resolution of the complaint, the company shall inform the concerned CIC and the complainant after final resolution, regarding total delay (in calendar days) and the amount of compensation to be paid by the company and/or CIC(s).
9. The company will send alerts through SMS/ email to customers while submitting information to concerned CIC regarding default/ Days Past Due (DPD) in existing credit facilities, wherever the mobile number/email ID details are available.
10. The date of resolution of the grievance shall be the date when the rectified Credit Information Report (CIR) has been sent by the company or CIC to the postal address or Email ID of the complainant.
11. At the time of registering the complaint, the following details along with basic details of the complainant such as
 - contact number,
 - email ID,
 - bank account details or Unified Payment Interface (UPI) ID
 shall be mentioned for crediting the compensation amount, if any. The onus of providing the accurate details will lie with the complainant and company shall not be held responsible for any incorrect information provided to it.
12. The complainant can approach RBI Ombudsman, under the Reserve Bank -Integrated Ombudsman Scheme, 2021, in case of wrongful denial of compensation by the company or CIC.
13. In case of wrongful denial of compensation by company the complainant can approach Consumer Education and Protection Cell (CEPC) functioning from Regional Offices (ROs) of Reserve Bank of India.
14. The company shall undertake Root Cause Analysis(RCA) of customer Grievances at least on half yearly basis. The top management of the company shall review the analysis of RCA at least on annual basis.

Nodal Point of Contact for CICs

The company have a dedicated nodal point of contact for CICs for redressal of customer grievances related to credit information. The details of the nodal point are as follows: -

Name: Mr. Dharmendra Kumar Jangid
 Designation: Vice President
 Email ID: bureau@digamberfinance.in
 Contact No.: +91-9773325238

The aforesaid information is furnished to the CICs and any change therein shall be intimated to the CICs within 5 calendar days of such change.

Grounds for Non-maintainability of Compensation Framework

The compensation framework shall not be applicable in the following cases:

- (i) Disputes for which remedy has been provided under Section 18 of CICRA, 2005. The Section 18 of CICRA, 2005 provides that for disputes arising amongst, CICs, company, borrowers, and clients on matters relating to the business of credit information and for which no remedy has been provided under CICRA, 2005, such disputes shall be settled by conciliation or arbitration as provided in the Arbitration and Conciliation Act, 1996.
- (ii) complaints/ references relating to
 - (a) internal administration,
 - (b) human resources,
 - (c) pay and emoluments of staff, and

- (d) references in the nature of suggestions and commercial decisions of the CIC/CI.
- (iii) complaints pertaining to disputes/ grievances regarding the computation of the credit score/ credit score model.
- (iv) complaints that have been decided by or are already pending in other for a such as Consumer Disputes Redressal Commission, Courts, Tribunals, etc
- (v) Any other reasons

9. Things to be done when complaint is not resolved within 30 days: -

Escalation channel & Matrix

If the resolution is not provided within 30 days from raising the grievance or if the complainant is not satisfied with the resolution provided to him/her, then he/she can escalate the same to:

1. Sa-dhan Grievance Redressal Cell Mr Ardhendu Nandi
Grievance Redressal Officer (GRO)
Website- sro@sa-dhan.org
Office : A1 - 226, 1st Floor Safdarjung Enclave, New Delhi

2. **RBI - Ombudsman**
The Ombudsman
Centralized Receipt and Processing Centre (CRPC)
Reserve Bank of India,
Central Vista, Sector 17,
Chandigarh – 160 017
Email – crpc@rbi.org.in
Web: <https://cms.rbi.org.in>



Annexure- 1 Client Grievance Fact Sheet

Client Grievance Redressal Fact Sheet				
<i>(to be submitted to client grievance redressal committee who will further submit this to Board of Directors)</i>				
Digamber Capfin Limited				
Reporting Period	Quarter ended <u>31st March, 2025</u>			
Prepared by				
1. Overview				
Particulars	Details			
Total Number of Grievances Received				
Total Resolved within TAT				
Resolution Rate (%)				
Average Turnaround Time (in days)				
Number of Escalations (Level 2/3)				
Grievances Pending > 30 Days				
Grievances Reopened				
Duplicate Grievances received				
2. Categorization of Grievances				
Category	No. Received	Resolved	Pending	Avg. TAT (Days)
Loan Disbursement Issues	-	-	-	-
EMI/Repayment Disputes	-	-	-	-
Pre-closure/Foreclosure	-	-	-	-
Interest/Charges Dispute	-	-	-	-
KYC/Documentation	-	-	-	-
Customer Service	-	-	-	-
CIC related compliants	-	-	-	-
Others	-	-	-	-
3. Grievance Channels Utilized				
Channel	Number of Complaints Received			
Email	-			

Phone/Call Center	-			
Website/Online Portal	-			
Walk-in Branch	-			
Social Media	-			
Regulator Platforms (RBI CMS etc.)	-			
CIC portal or email from CIC	-			
4. Escalation and Redressal Mechanism				
Level	Authority	No. of Cases	Avg. Resolution Time (Days)	
Level 1	GRT	-	-	
Level 2	Grievance Officer	-	-	
Level 3	Nodal Officer/Principal Nodal Officer	-	-	
5. Key Observations and Trends				
Particulars	Details			
Increase/Decrease in complaint volumes: ↑↓ by X% compared to previous period.				
Major root causes observed.				
Repeat grievance trends, if any				
Escalations to regulators or Ombudsman, if any				
6. Action Taken / Preventive Measures				
Particulars	Details			
Process improvements undertaken				
Staff training conducted				
Changes made to communication/content/policies				
System upgrades or automation introduced				
7. Regulatory Compliance				
Requirement	Status			
Display of Grievance Mechanism on Website				
Appointment of Grievance Redressal Officer				
Reporting to Regulator (RBI etc.)				
Grievance Redressal Policy Review Conducted				
Compliance with TAT norms as per regulator				

Annexure-2 Term of Reference**CLIENT GRIEVANCE REDRESSAL COMMITTEE**(Formally known as Ombudsman Committee)

Digamber Capfin Ltd, engaged in micro finance activity since 2009, having huge client base. So it will be justifiable & desirable to have a dedicated team for timely redress various grievances of borrowers. So to provide the highest quality of services to its borrowers and ensure day to day protection and address grievances of all its borrowers company has formed Ombudsman Committee with the approval of Board of directors.

OBJECTIVES:

1. Ensures timely and efficiently address grievances received from the clients and provide the highest quality of services to the clients.
2. Regular reviews of all grievances as received from borrowers to ensure better compliance of “Client Grievance Redressal Policy”.
3. Ensure timely updation in “Client Grievance Redressal Policy” as per market scenario and growing business environment.

COMPOSITION OF THE COMMITTEE:

The Committee shall consist of the Following Members:

S. No.	Name of Member	Designation in the Committee
A.	Mr. Dilip Kumar Morwal (Chief Compliance Officer)	Chairman
B.	Mr. Dharmendra Kumar Jangid (Vice President)	Member
C.	Mr. Srikant Bohara (Head-Branch Audit)	Member
D.	Mr. Jugal Kishore Jangid (Manager-MIS)	Member

Mr. Dilip Kumar Morwal shall act as the Chairman of the Committee.

In case of absence of Mr. Dilip Kumar Morwal, members may appoint any member out of them as the chairman for the said meeting.

QUORUM:

The quorum for the meeting shall be either two members or one third of the members of the committee, whichever is higher.

MODE OF MEETINGS:

The meetings shall be conducted either through physical mode or through Video Conferencing (VC) or Other Audio Visual Means (OAVM) or a combination of Physical & OAVM.

In case the meeting is being conducted through VC or OAVM, the place of recording, unless specifically mentioned, shall deemed to be the registered office of the Company.

INVITEES:

Any person may be called as invitee for the meeting and with the permission of the Chairman he/she shall be allowed to join the entire meetings of the Committee either for the particular Agenda Item which requires their presence or for all agenda items as the case may be. Once that specific item is discussed, the invitee shall leave the meeting room.

SECRETARY TO THE COMMITTEE MEETINGS:

The Company Secretary of the Company shall act as the Secretary to the Committee meetings. However, in the absence of Company Secretary, or if there is no Company Secretary in Whole-time employment of the Company, the Chairman of the meeting shall appoint any person from the Compliance Department of the Company who is a member of the Institute of Company Secretaries of India (ICSI) to act as the Secretary for the meeting of the Committee. In exceptional cases any other person as prescribed by Board of Directors can act as Secretary to the meeting.

MEETINGS OF THE COMMITTEE:

1. The Committee shall meet at least on a quarterly basis. However, additional meetings may be convened at the request of any one of the members of the Committee.
2. The schedule of meetings of the Committee shall be aligned with the schedule of meetings of the Board in such a way that the meetings of the Committee shall be scheduled before the meetings of the Board, for effective reporting to the Board.

CONFLICT OF INTEREST

In case the member of the Committee is interested in any agenda item, he/she shall recuse himself/ herself from the discussion and voting of that particular item.

SIGNING OF DOCUMENTS OF THE MEETING:

All the documents in relation to meeting of the Committee to be issued after the meeting shall be signed by the Chairman of the meeting. If the Chairman of the meeting is not available, then any member of the Committee shall be authorized to issue the same

SITTING FEE:

No sitting fees will be paid for the meetings.

Consultancy fees for Special Invitees:

The Company may invite any special invitee for giving various advices to the Committee and accordingly, consultancy fees may be paid to such consultants, if decided and approved by the Committee.

VOTING PROCEDURES:

The resolutions shall be passed by show of hands.

TERMS OF REFERENCE:

S. No.	Particulars	Frequency of Item
1.	To note all the grievances received from the customer and action taken to resolve them	Quarterly
2.	Develop, review and approve the principles guidelines Client Grievance Mechanism.	Event Based
3.	A summary of all such complaints are summarized and Discussed and reviewed.	Quarterly
4.	Authorize any member of committee or to other person as mutually agreed by the committee to investigate the complaint, if further investigation is required, at the option of members in the committee.	Event Based

VALIDITY AND TERMINATION:

The authority and terms of reference of the Ombudsman Committee may be terminated or amended by the Board Meetings.

REPORTING PROCEDURES:

1. Minutes of the Client Grievance Redressal Committee meetings are to be kept and held at the registered office of the company.
2. The Chairman of the Client Grievance Redressal Committee shall report from time to time to the Board on the deliberations of the Committee.

EVALUATION OF EFFECTIVENESS OF EXECUTIVE COMMITTEE:

Regular evaluations of the Executive Committee's effectiveness help ensure that the committee remains proactive, efficient, and responsive to the organization's evolving needs and risks. The assessments will be conducted once in a year by all Board members, ensuring continuous improvement in the committee's performance and its ability to fulfil its critical oversight role.

The evaluation will broadly be done on following parameters (only indicative):

1. Independence,
2. qualification of members,
3. participation in meetings,
4. number of meetings held
5. Adherence to responsibilities
6. Other parameters

For and On Behalf of Board of Directors
DIGAMBER CAPFIN LTD

Rajiv Jain
(Managing Director)
DIN: 00416121

Date of approval: 03/10/2016
Date of effective: 03/10/2016
Modified on: 13/06/2023
Modified on: 09/02/2024
Modified on: 09/10/2024
Last Modified on: 25/02/2025



Digamber Capfin Limited

**Address: J 54-55, Anand Moti, Himmat Nagar, Gopalpura,
Tonk Road, Jaipur-302018, Rajasthan.**