Ashwini Finance Pvt. Ltd.

CIN: U65910PN2014PTC152268 | RBI Registration No.: N.13.02200

GRIEVANCE REDRESSAL POLICY

Version 1.0 | Effective Date: 30 July 2026 | Approved by: Board of Directors

1. Introduction & Purpose

Ashwini Finance Pvt. Ltd is a Non-Banking Financial Company registered with the Reserve Bank of India (RBI) under Registration No. N.13.02200, is committed to fair, transparent, and responsive customer service. This Policy sets out the framework through which customer complaints are received, escalated, and resolved in a time-bound manner, and describes the recourse available to customers, including approach to the RBI, in line with the Reserve Bank – Integrated Ombudsman Scheme, 2021 (RB-IOS, 2021) and other applicable RBI directions, as amended from time to time.

The Company believes that an efficient grievance redressal mechanism is central to sound customer service and regulatory compliance, and every complaint is dealt with courteously, fairly, and within the defined timelines set out in this Policy.

2. Scope

This Policy applies to all grievances relating to any product or service offered by the Company, across all its branches, given that grievance handling at the Company is centralised. It does not extend to matters that are sub judice or under active litigation, save to the extent that such matters also involve a service-related grievance capable of resolution outside the judicial process.

3. Regulatory Framework

This Policy is framed with reference to the Reserve Bank – Integrated Ombudsman Scheme, 2021 (RB-IOS, 2021), effective November 12, 2021, which subsumed the erstwhile Ombudsman Scheme for Non-Banking Financial Companies, 2018; the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, including the Fair Practices Code and Grievance Redressal Officer provisions applicable to NBFCs; and the RBI Charter of Customer Rights and other consumer protection guidelines issued by the RBI from time to time. In the event of any conflict between this Policy and applicable RBI directions, the latter shall prevail.

4. Key Definitions

“Complaint” or “Grievance” means any communication expressing dissatisfaction with the Company's products, services, or the conduct of its representatives, which calls for a response. “Grievance Redressal Officer (GRO)” is the officer designated to receive, monitor, and coordinate resolution of complaints at the first level. “Principal Nodal Officer (PNO)” is the senior officer designated to represent the Company before the RBI Ombudsman and to be accountable for the Company's overall grievance redressal function. “Turn Around Time (TAT)” means the maximum time permitted for acknowledgement and resolution of a complaint under this Policy.

5. Guiding Principles & Customer Rights

Customers may register a grievance free of cost through any channel listed below, and are entitled to an acknowledgement, a reasoned response within the prescribed timeline, periodic updates where resolution is delayed, and the right to escalate an unresolved or unsatisfactorily resolved complaint — first to the Principal Nodal Officer, and thereafter to the RBI, without any cost. No customer shall be disadvantaged for having raised a grievance in good faith, and no employee of the Company shall discourage a customer from registering a genuine complaint.

6. Modes of Registering a Complaint

Channel	Details
Email	grievance@ashwinifinance.com
Phone	+91 9921637000
Physical Letter	City Vista, A wing, 5th floor, office No 1 & 18A, fountain road, Kharadi, pune
Branch Visit	Available at all branches of the Company
Website	https://ashwinifinance.com
Customer Care Hours	Monday to Saturday, 10:00 AM to 6:00 PM

7. Complaint Registration & Handling Process

Upon receipt of a complaint through any of the channels listed above, the Company logs the same in its Complaints Management System with a unique reference number, which is communicated to the customer. Customers are requested to furnish adequate details — name, contact information, loan account number (if applicable), a description of the grievance, and the preferred mode of response — to enable prompt resolution. Thereafter, the complaint follows the process below:

1. Complaint is logged with a unique reference number, communicated to the customer.

2. Acknowledgement is sent within 2 working days.

3. The complaint is investigated and assigned to the relevant department/branch for resolution.

4. Resolution is communicated to the customer within 30 days.

5. The complaint is closed in the system along with the reason for closure.

6. If the customer is dissatisfied, or the complaint remains unresolved, it is escalated to the Grievance Redressal Officer and thereafter the Principal Nodal Officer, per the matrix below.

8. Complaint Classification

Complaints are broadly classified for internal monitoring purposes into the categories below, enabling the Company to identify recurring issues and undertake root-cause analysis and corrective action.

Category	Illustrative Examples
Sanction & Disbursement	Delays or discrepancies in loan sanction/disbursement
Recovery & Collection	Conduct of recovery agents, collection practices
Documentation & Charges	Loan documents, fees, penal charges
Staff Conduct	Behaviors of branch or field staff
Credit Bureau Reporting	Errors in credit information reporting
General/Miscellaneous	Other service-related matters

9. Turn Around Time (TAT)

Stage	Timeline
Acknowledgement	Within 2 working days of receipt
Resolution	Within 30 days of receipt
Recourse to RBI Ombudsman	If unresolved within 30 days, or if dissatisfied with the final response

10. Escalation Matrix

Level	Authority	Contact Details
1	Customer Care / Branch Office	grievance@ashwinifinance.com | +91 9921637000
2	Grievance Redressal Officer – Mr. Sunil Thale, (Assistant Executive)	admin@ashwinifinance.com| +91 9921637000
3	Principal Nodal Officer – Mr. Ashish Dhote (Branch Manager)	bmpune@ashwinifinance.com | +91 9921287000
4	RBI – Integrated Ombudsman	cms.rbi.org.in | Toll-Free: 14448

11. Recourse to the RBI Integrated Ombudsman

If a customer does not receive a response within 30 days of lodging a complaint, or is dissatisfied with the Company's response, the customer may approach the RBI Ombudsman under the RB-IOS, 2021, online via the Complaint Management System at cms.rbi.org.in, or through the RBI Contact Centre on toll-free number 14448. The Company shall mention the physical address of the Centralised Receipt and Processing Centre in its final response, and no charge is levied on the complainant for filing a complaint with the RBI Ombudsman.

12. Roles & Responsibilities

Customer Care and Branches serve as the first point of contact for receipt, logging, and acknowledgement of complaints. The Grievance Redressal Officer coordinates investigation and resolution of escalated complaints within the prescribed TAT. The Principal Nodal Officer represents the Company before the RBI Ombudsman, oversees the escalation matrix, and is accountable for the Company's overall grievance redressal performance. Senior Management periodically reviews grievance trends and approves corrective action plans.

13. Monitoring, Reporting & Training

The Operations Department places a consolidated report on complaint volumes, categories, and TAT adherence before Senior Management periodically, and a summary of complaint trends and corrective actions is placed before the Board at least annually. The Company conducts periodic training for customer-facing employees on the Fair Practices Code and this Policy, so as to embed a customer-centric culture across the organization.

14. Record Retention & Confidentiality

Records relating to customer complaints, including correspondence, investigation notes, and resolution communication, are retained for such minimum period as may be prescribed under applicable law and RBI directions. Information furnished by a complainant is treated as confidential and used solely for investigation, resolution, and internal reporting and audit purposes.

15. Policy Review & Amendments

This Policy is reviewed annually, or earlier if warranted by changes in the regulatory framework or the Company's operational requirements. Any amendment is recorded and the amended Policy is approved by the Board and republished on the Company's website and displayed at its branches, in supersession of the earlier version.

Annexure – Grievance Contact Details

These details are displayed at all branches of the Company and on its website, as required under applicable RBI directions.

Particulars	Details
Company Name	Ashwini Finance Pvt. Ltd.
Office Address	City Vista, A wing, 5th floor, office No 1 & 18A, fountain road, Kharadi, pune
Website	https://ashwinifinance.com
Customer Care	grievance@ashwinifinance.com |+91 9921637000
Grievance Redressal Officer	Mr. Sunil Thale, Assistant Executive | admin@ashwinifinance.com | +91 9921637000
Principal Nodal Officer	Mr. Ashish Dhote, Branch Manager | bmpune@ashwinifinance.com | +91 9921287000
RBI Ombudsman (Online)	cms.rbi.org.in
RBI Contact Centre	Toll-Free: 14448