



Document Title	Grievance Redressal Policy
Department	Compliance Department
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Prepared By	Compliance Team
Reviewed By	Risk Team
Approved By	Board of Directors, BFPL
Date of Approval	31 March 2026
Next Review Date	31 March 2027

GRIEVANCE REDRESSAL POLICY

Compliance Department | B B Banthia Finance Pvt Ltd

1. INTRODUCTION

B B Banthia Finance Pvt Ltd (hereinafter referred to as "BFPL" or "the Company") is a Non-Banking Financial Company registered with the Reserve Bank of India under Section 45-IA of the Reserve Bank of India Act, 1934. The Company is primarily engaged in the business of lending against pledge of gold jewellery and also extends other loan products including personal loans and business loans to select borrowers.

This Grievance Redressal Policy ("the Policy") has been formulated in accordance with the following RBI guidelines and directions:

- RBI Master Direction — Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023
- RBI Fair Practices Code for NBFCs
- Reserve Bank – Integrated Ombudsman Scheme, 2021
- RBI guidelines on Internal Ombudsman for NBFCs (applicable at prescribed thresholds)
- All other applicable RBI guidelines and circulars issued from time to time

This Policy is binding on all employees, officers, and authorised representatives of the Company across all branches and functions. It shall be displayed at all branch premises and published on the Company's website.

2. OBJECTIVES

The objectives of this Grievance Redressal Policy are to:

- Establish a structured, transparent, and time-bound mechanism for receiving, acknowledging, tracking, and resolving customer grievances
- Ensure fair treatment and protection of customer rights at all stages of the complaint handling process
- Enable customers to have a clear understanding of how their grievances will be addressed and within what timeframe
- Foster customer confidence and trust in the Company's services
- Ensure full compliance with all applicable RBI guidelines on grievance redressal for NBFCs
- Provide an accessible internal escalation path before customers approach external regulatory authorities

3. SCOPE

This Policy applies to all branches, employees, agents, and outsourced service providers of B B Banthia Finance Pvt Ltd. It covers all grievances received from customers through any channel — branch, phone, email, written complaint, or digital means — relating to any product or service offered by BFPL, including complaints against any third-party agency engaged by the Company for any activity.

4. GRIEVANCE REDRESSAL HIERARCHY

BFPL has put in place a four-tier grievance redressal mechanism as follows:

- Level 1 — Branch Manager: First point of contact for all customer grievances. Responsible for acknowledgement and resolution within 7 working days.
- Level 2 — Nodal Officer: Grievances unresolved at Level 1, or complaints received directly via email or phone. Resolution within 10 working days of escalation.
- Level 3 — Principal Nodal Officer (MD): Grievances unresolved or escalated beyond Level 2. Final internal resolution within 30 days of original complaint date.
- Level 4 — RBI CMS: If unresolved within 30 days or if the customer is dissatisfied with the internal resolution, the customer may approach the RBI Complaint Management System at <https://cms.rbi.org.in>

5. ROLES AND RESPONSIBILITIES

5.1 Branch Manager

- Serve as the primary contact for all customer complaints at the branch level
- Register all complaints in the Customer Complaint Register on the date of receipt without exception
- Provide written or verbal acknowledgement to the customer within 1 working day of complaint receipt
- Investigate the complaint, coordinate internally with relevant teams, and resolve within 7 working days
- Escalate unresolved complaints to the Nodal Officer with a written case summary before the 7-day deadline lapses
- Ensure that no customer is denied the right to lodge a complaint under any circumstances
- Submit branch-level grievance MIS to the Nodal Officer on a monthly basis by the 5th of each month

5.2 Nodal Officer

- Name: Mr. Pravin Bhagat | Contact: 8976505158 | Email: nodalofficer@bbbanthia.com
- Receive and track all escalated complaints and complaints received directly via email or phone
- Resolve escalated complaints within 10 working days of receipt

- Maintain a centralised grievance register consolidating all branch-level complaints
- Coordinate with relevant department heads for investigation and resolution
- Prepare and submit consolidated grievance MIS to the Principal Nodal Officer by the 10th of each month
- Escalate unresolved cases to the Principal Nodal Officer with a full case file before the 30-day deadline
- Ensure all responses to customers are communicated in writing

5.3 Principal Nodal Officer (Managing Director)

- Name: Mr. Suyog Banthia | Email: pno@bbbanthia.com
- Act as the highest internal authority for grievance resolution
- Review all cases escalated from the Nodal Officer and take a final internal decision
- Ensure overall resolution is communicated to the customer within 30 days of original complaint receipt
- Review monthly grievance MIS for pattern analysis and drive systemic corrective action
- Oversee policy updates, Board reporting, and compliance with RBI grievance guidelines

5.4 Customer Care Team

- Helpline: 8981 900 900 | Email: care@bbbanthia.com
- Receive and log all complaints received via phone and email
- Forward complaints to the relevant Branch Manager or Nodal Officer on the same day of receipt
- Track open complaints and follow up for closure within prescribed timelines
- Maintain call and complaint logs for audit and compliance purposes

6. CHANNELS FOR LODGING A COMPLAINT

Customers may lodge complaints through any of the following channels

Channel	Details
Branch (In-Person)	Customer Complaint Register available at every branch. Branch Manager to assist.
Customer Care Helpline	8981 900 900 — available during branch working hours
Customer Care Email	care@bbbanthia.com
Branch Manager — Direct	Branch email / phone displayed on branch notice board
Nodal Officer — Email	nodalofficer@bbbanthia.com
Principal Nodal Officer	pno@bbbanthia.com
RBI CMS (External)	https://cms.rbi.org.in — for unresolved complaints after 30 days

7. GRIEVANCE HANDLING PROCESS

Step	Who	Action
1	Customer	Lodges complaint at branch, via phone, email, or written complaint
2	Branch Manager / Customer Care	Registers complaint in branch register or centralised system on date of receipt. Provides acknowledgement within 1 working day.
3	Branch Manager	Investigates complaint — reviews documents, coordinates with operations / credit team as needed
4	Branch Manager	Resolves and communicates resolution to customer within 7 working days
5	Branch Manager	If unresolved within 7 days — escalates to Nodal Officer with case summary
6	Nodal Officer	Receives escalated complaint, acknowledges to customer within 1 working day
7	Nodal Officer	Investigates, coordinates with department heads, resolves within 10 working days of escalation
8	Nodal Officer	If unresolved — escalates to Principal Nodal Officer (MD) with full case file
9	Principal Nodal Officer	Reviews case, takes final internal decision, ensures resolution communicated to customer within 30 days of original complaint date
10	Customer	If dissatisfied or unresolved after 30 days — may approach RBI CMS at https://cms.rbi.org.in

8. ESCALATION MATRIX AND TIMELINES

Tier 1 — Branch Level

Customers are encouraged to first approach the Branch Manager of their respective branch with their grievance. The Branch Manager is responsible for acknowledging the complaint and providing resolution within 7 working days. Contact details of the Branch Manager are displayed at each branch premises.

Tier 2 — Nodal Office

Name	Mr. Pravin Bhagat
Contact No.	8976505158
Email ID	nodalofficer@bbbanthia.com
Resolution Timeline	Within 10 working days of escalation

Tier 3 — Principal Nodal Officer (PNO)

Name	Mr. Suyog Banthia
Email ID	pno@bbbanthia.com
Final Resolution Timeline	Within 30 days of original complaint date

If the complaint is not resolved within 30 days from the date of receipt, or if the customer is dissatisfied with the resolution provided, the customer may approach the RBI Integrated Ombudsman Scheme at: <https://cms.rbi.org.in>

9. DISPLAY AND COMMUNICATION REQUIREMENTS

- A summary of this Grievance Redressal Policy shall be displayed prominently at every branch of the Company
- The following details shall be displayed at every branch: Branch Manager name and contact details, Nodal Officer name and contact details, Customer Care helpline number, and the RBI CMS link
- The Customer Complaint Register shall be maintained at every branch and shall be made available to any customer on request. No customer shall be denied access to the register or the right to lodge a complaint
- All branch staff shall be trained on the grievance handling procedure at the time of onboarding and at least once annually thereafter
- This Policy shall be published on the Company's website and kept updated at all times. Any change in escalation contacts or timelines shall be updated on the website promptly
- Complaints against any outsourced agency engaged by the Company for any activity shall also be covered under this Policy
- Where the Company decides to reject a complaint partly or wholly after examination, such rejection shall be communicated to the complainant in writing with reasons

10. REPORTING AND MIS

The following reports shall be maintained and submitted as part of the grievance reporting framework:

Report	Prepared By	Frequency	Submitted To
Branch Grievance Register	Branch Manager	Ongoing / daily	Available at branch for audit
Branch Grievance MIS	Branch Manager	Monthly by 5th	Nodal Officer
Consolidated Grievance MIS	Nodal Officer	Monthly by 10th	MD / Principal Nodal Officer
Quarterly Trend Report	Nodal Officer	Quarterly	MD — review and corrective action
Annual Grievance Summary	Nodal Officer	Annual	MD — Board reporting and RBI compliance

The Grievance MIS shall capture: complaint date, channel, nature of complaint, resolution date, resolution status, and TAT adherence. The Nodal Officer shall conduct a quarterly review of grievance trends and present findings to the MD. This Policy and the functioning of the grievance redressal mechanism shall be reviewed annually and a consolidated report submitted to the Board of Directors.

11. PRIVACY AND CONFIDENTIALITY

- All customer complaints and grievance details are classified as Confidential. No complaint details shall be shared with any third party without explicit customer consent or regulatory / legal requirement
- Branch staff shall handle all grievance interactions with discretion and professional respect at all times
- Complaint data shall not be used for any purpose other than resolution and internal analysis
- Access to centralised grievance records shall be restricted to the Nodal Officer, Principal Nodal Officer, and authorised Compliance personnel only

12. REGULATORY COMPLIANCE AND REVIEW

- This Policy is reviewed and approved by the Board of Directors of BFPL
- This Policy shall be reviewed by the Board of Directors annually or more frequently if required by changes in RBI guidelines or significant changes in the Company's operations
- Any amendments to this Policy shall require Board approval and shall be updated on the Company's website promptly
- The Company shall update this Policy to incorporate any new guidelines or directions issued by RBI within a reasonable time of their issuance

13. CONTACT DETAILS

Company Name	B B Banthia Finance Pvt Ltd
Registered Address	776 MG Road, Tapal Naka, Panvel, Raigad, Maharashtra - 410206
CIN	U67200MH1997PTC316740
Customer Care	8981 900 900
Customer Care Email	care@bbbanthia.com
Nodal Officer	Mr. Pravin Bhagat
Nodal Officer Contact	8976505158
Nodal Officer Email	nodalofficer@bbbanthia.com
Principal Nodal Officer	Mr. Suyog Banthia
PNO Email	pno@bbbanthia.com
Website	www.bbbanthiafinance.com

ANNEXURE A — CUSTOMER COMPLAINT REGISTER FORMAT

Field	Details
Complaint No.	(Auto / Serial)
Date of Receipt	
Customer Name	
Loan Account No.	
Contact No.	
Nature of Complaint	
Channel of Receipt	Branch / Phone / Email / Written
Assigned To	
Date of Acknowledgement	
Expected Resolution Date	
Resolution Summary	
Date of Resolution	
Customer Informed (Y/N)	
TAT Adherence (Y/N)	
Remarks	

ANNEXURE B — BRANCH GRIEVANCE MIS FORMAT

Month	Branch	Total	Resolved in TAT	Escalated to Nodal	Pending	Avg TAT (days)	Remarks

ANNEXURE C — BRANCH GRIEVANCE NOTICE (DISPLAY FORMAT)

B B Banthia Finance Pvt Ltd

We are committed to providing prompt, transparent and fair resolution of customer grievances.

Branch Manager:

(Name) | Contact: (No.) | Email: (Branch Email)

Customer Care: 8981 900 900 | care@bbbanthia.com | Resolution: Within 7 working days

Nodal Officer: Mr. Pravin Bhagat | nodalofficer@bbbanthia.com | 8976505158 | Resolution: Within 10 working days

Principal Nodal Officer: Mr. Suyog Banthia | pno@bbbanthia.com | Final Resolution: Within 30 days (overall)

Escalation to RBI: If unresolved within 30 days or if you are dissatisfied with the resolution, you may approach the RBI Complaint Management System (CMS) at: <https://cms.rbi.org.in>

Important: Customer Complaint Register is available at this branch. No customer shall be denied the right to lodge a complaint.

Registered Address: 776 MG Road, Tapal Naka, Panvel, Raigad, Maharashtra - 410206 | CIN: U67200MH1997PTC316740

AUTHORISED SIGNATORIES AND VERSION HISTORY

Board of Directors — B B Banthia Finance Pvt Ltd

Suyog Banthia — Managing Director	Gaurav Banthia — Director	Rajesh Banthia — Director
DIN: 06814791	DIN: 06814782	DIN: 06814787
Signature: 	Signature: 	Signature: 
Date: 23rd Mar 2026	Date: 23rd Mar 2026	Date: 23rd Mar 2026
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Version History

Version	Date	Prepared By	Reviewed By	Approved By	Summary
V1.0	31 March 2026	Compliance Team	Risk Team	Board of Directors	Initial release