

GRAMEEN IMPACT INVESTMENTS INDIA PRIVATE LIMITED

(formerly known as Radaur Holdings Private Limited)

#306, A Wing, 36, Turner Road, Bandra (West), Mumbai 400050 Tel: 022 – 66752992

CIN No – U74899MH1986PTC270889

Grievance Redressal Mechanism (GRM)

The Board of Directors of Grameen Impact have 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 Grameen Impact. The customer shall be entitled to approach the Risk Head, India, 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.

In this regard, Grameen Impact has also set up a dedicated e-mail address (info@grameencapital.in) where customers and other stakeholders including vendors can submit their grievances, complaints and suggestions. All complaints received by Grameen Impact shall be tabled at the meeting of the Board of Directors every quarter. In the event there are no complaints received during the quarter, a NIL report shall be submitted to the Board of Directors.

Grameen Impact shall display the following information prominently at its places where business is transacted:

- The name and contact details (Telephone / Mobile nos. as also email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against Grameen Impact.
- If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI (along with complete contact details of the Officer-in-Charge), under whose jurisdiction the registered office of the Grameen Impact falls.