GRIEVANCE REDRESSAL MECHANISM

Standard Capital Markets Limited

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Grievance Redressal Mechanism

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This policy is issued by Standard Capital Markets Limited (hereinafter referred to as "SCML" or "Company") and encompasses all affiliated entities, employees, and stakeholders associated with SCML's operations.

1. Policy Statement

1.1. SCML is committed to providing the highest standards of customer service and ensuring that all grievances and complaints are addressed in a fair, transparent, and timely manner.

1.2. The Grievance Redressal Mechanism has been established to ensure that customers, stakeholders, and employees have a clear and effective channel to voice their concerns, complaints, or feedback and that these are resolved promptly and satisfactorily.

1.3. This policy is formulated in compliance with *Clause 45.8 of the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions,*

2023, dated October 19, 2023 and FAQ – The Reserve Bank-Integrated Ombudsman Scheme, 2021 dated January 07, 2025.

1.4. In accordance with these regulatory guidelines, SCML is committed to maintaining a robust grievance redressal framework that is accessible, efficient, and compliant with all applicable laws and regulations.

2. Objectives of the Policy

2.1. SCML's Grievance Redressal Mechanism ensures that:

2.1.1 All grievances are logged, acknowledged, and addressed promptly.

2.1.2 The resolution process is transparent, impartial, and customer-centric.

2.1.3 Appropriate measures are taken to prevent the recurrence of issues and enhance overall service quality.

2.2. The SCML's policy, on Grievances Redressal has been formulated considering the following objectives:

2.2.1. To establish a structured redressal mechanism for the customers and other stakeholders to resolve their grievances immediately;

2.2.2. To institute a mechanism within the Company's operations for receiving and addressing customer complaints, with a focus on resolving such complaints expeditiously and in a fair manner.

3. Applicability of the Policy

3.1. The Policy covers the grievance of the customer of SCML who may approach the offices of SCML for the resolution of their complaints.

3.2. A customer grievance regarding deficiency in service shall refer to any shortcoming or inadequacy in the delivery of

financial services, or any related services that SCML is obligated to provide, whether mandated by statutory requirements or otherwise. Such deficiencies may or may not result in financial loss or damage to the customer.

3.3. The redressal mechanism ensures that all the disputes arising out of the decisions of SCML's operational management or otherwise are heard and disposed of at least at the next higher level.

3.4. The Board of Directors of SCML monitor the status and progress of Grievance Redressal. The Grievance Redressal officer shall submit a quarterly report on redressal to the Board.

4. Grievance Redressal Officer & Nodal Officer

4.1. The Grievance Redressal Officer (GRO) shall be responsible for:

4.1.1. Reviewing and addressing customer complaints escalated beyond the initial resolution stage.

4.1.2. Ensuring fair and timely resolution of grievances in accordance with regulatory guidelines.

4.1.3. Acknowledging receipt of complaints and providing a resolution within the prescribed timeframe.

4.1.4. Communicating delays, if any, along with the expected resolution timeline.

4.1.5. Maintaining records of complaints and resolutions for audit and compliance purposes.

4.2. The Nodal Officer, being a senior-level official, shall be responsible for:

4.2.1. Overseeing the overall grievance redressal mechanism of SCML.

4.2.2. Handling complaints that remain unresolved at the GRO level.

4.2.3. Providing final resolutions and ensuring proper documentation of grievances and actions taken.

4.3. Both officers ensure adherence to the principles of natural justice and timely redressal of customer grievances while maintaining transparency and accountability in the grievance redressal procedure.

4.4. Furthermore, the Company's machinery addresses issues related to the services provided by the outsourced agency.

5. Grievance Redressal Mechanism

SCML is committed to providing the highest level of customer service and ensuring that grievances and complaints are addressed in a fair and timely manner. Customers having any grievances, complaints, or feedback regarding the products or services offered by the Company may raise their concerns as per the procedure outlined below:

5.1. **Step 1: Initial Complaint Submission**

Customers can lodge their complaints through the following channels:

5.1.1. Branch Office – Customers may visit the nearest branch office and submit a written complaint. (During the working hours from 09.30 A.M To 6.30 P.M.)

5.1.2. Email – Customers can send their grievances via email to: info@stancap.co.in

5.1.3. Postal Communication – Complaints can be sent in writing to:

Standard Capital Market Limited

G-17, Krishna Apra Business Square, Netaji Subhash Place, Pitampura, Delhi, 110034

5.2. **Step 2: Escalation to Grievance Redressal Officer (GRO)**

If the complaint is not resolved within the 15 days or if the customer is not satisfied with the resolution provided by SCML, they may escalate the complaint to the GRO.

5.2.1. Name: Vineeta Gautam

5.2.2. Designation: Grievance Redressal Officer

5.2.3. Contact No.: 011-40154984

5.2.4. Email: cs@stancap.co.in

5.2.5. Address: Standard Capital Markets Limited
[Company Address]

5.2.6. For proper resolution, customers are requested to mention their Loan Application Number or Loan Account Number while filing the complaint. Anonymous complaints shall not be addressed.

5.2.7. If, in any case, SCML requires additional time for resolution, the customer shall be informed of the reason for the delay within the prescribed timeline, along with the expected timeframe for complaint resolution.)

5.3. **Step 3: Escalation to Nodal Officer**

If the complainant is not satisfied with the resolution provided by the GRO, they may escalate the complaint to the Nodal Officer, who shall review the complaint and provide an appropriate resolution.

5.3.1. Name: Anshita Sharma

5.3.2. Designation: Nodal Officer

5.3.3. Contact No.: 011-40154984

5.3.4. Email: info@stancap.co.in
Address: Standard Capital Market Limited
G-17, Krishna Apra Business Square, Netaji Subhash Place, Pitampura, Delhi, 110034

5.3.5. The company may furnish email ID for complaint escalation and shall ensure that the response is made within Seven working day from the date of receipt of the complaint.

5.4. **Step 4: RBI Ombudsman Scheme**

5.4.1. If the Complaint is rejected wholly or partly by the Company or the customer remains dissatisfied with the response or no reply is received from the Company, the customer has the option to escalate the complaint to the RBI Ombudsman within 30 days, provided the customer has not approached any other forum.

5.4.2. The Complaint can be filed through the following channels:

Online: Complaints can be lodged via the Complaint Management System (CMS) Portal at: https://cms.rbi.org.in (Available 24x7).

Email: Complainants may send an email to crpc@rbi.org.in.

Physical Submission: Complaints may be submitted in writing in the prescribed format (as per 'Annexure A' of the RBI Scheme) to:

Centralised Receipt and Processing Centre (CRPC)
4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh – 160017

5.4.3. Contact Centre: The Customer can take the assistance of Contact Centre to file a complaint through CMS Portal or physical mode.

Customers may contact the RBI 24x7 Toll-Free Helpline at #14448 (Timings: 8:00 AM to 10:00 PM), Monday to Saturday, except on National Holidays.

5.4.4. The complainant aggrieved by an Award or rejection of a complaint by Ombudsman office may within 30 days from date of receipt of award or rejection of complaint, prefer an appeal to Executive Director, Consumer Education & Protection Department (CEPD), RBI.

5.4.5. If the Appellate Authority is satisfied that the complainant had sufficient cause for not making an appeal within the time may allow a further period not exceeding 30 days.

5.4.6. The Complaint shall be made to the RBI Ombudsman not later than one year after receiving a reply from the Company or one year and thirty days if no reply is received from the Company.

***Note:**

If the Complainant approaches the RBI Ombudsman without first lodging a complaint with the Company or doing so before 30 days after lodging the complaint (wherein no response is received from the Company) would make the complaint non-maintainable under RBI-IOS 2021.

Furthermore, this is an Alternate Dispute Resolution Mechanism. The Complainant has the liberty to approach the Court, Tribunal, Arbitrator or any other forum or authority.

6. Closure of Complaints

6.1. The complaint shall be considered as disposed-off and closed when:

6.1.1. The SCML have acceded to the request of the complainant fully; or

6.1.2. Complainant has indicated acceptance of the response of the SCML in writing; or

6.1.3. Complainant has withdrawn the complaint, in writing.

7. Reporting & Compliance Requirements

In adherence to the regulatory framework and in line with the Reserve Bank of India, the Company shall ensure the following

reporting and disclosure requirements are fulfilled in a timely and comprehensive manner:

7.1. Website Disclosures: The Company shall ensure that the following are clearly and prominently published on its official website:

7.1.1. Details of the customer care helpline number and email ID.

7.1.2. Contact details of the Grievance Redressal Officer (GRO).

7.1.3. The grievance redressal mechanism of the Company including the step-wise process for lodging and escalating complaints.

7.1.4. The time frame fixed for responding to complaints at each level.

7.2. Display at Business Locations: The name and contact details (telephone/mobile number and email ID) of the Principal Nodal Officer, along with the details of the RBI Ombudsman complaint lodging portal (https://cms.rbi.org.in), shall be displayed prominently at all places of business for the easy access and benefit of customers.

7.3. Display of the Ombudsman Scheme: The salient features of the Reserve Bank – Integrated Ombudsman Scheme, 2021, shall be displayed prominently in English, Hindi, and the regional language at all branches, offices, and business locations of the Company. The display shall be made in such a manner that any person visiting the branch or office has adequate and accessible information about the Scheme and the available avenues for grievance redressal.

7.4. The Company shall comply with all reporting and disclosure obligations as prescribed under Annex VII – Disclosures in

Financial Statements – Notes to Accounts of NBFCs in accordance with the Reserve Bank of India's Master Direction – Scale Based Regulation, 2023, and other applicable RBI guidelines. These include, but are not limited to:

7.4.1. Number of complaints received.

7.4.2. Nature and status of complaints (resolved, pending, escalated).

7.4.3. Action taken and time taken to resolve complaints.

7.4.4. Status of escalations to the Ombudsman.