# Rakam Credit Private Limited

*Grievance Redressal Mechanism*

**Company Overview**

| | |
|---|---|
| Policy Name | Grievance Redressal Mechanism |
| Entity | Rakam Credit Private Limited ("the Company") |
| CIN | U65929RJ2016PTC055375 |
| Registered Address | C-18, Shop No. 34, Upper Basement Floor, Silver Square Mall, Bhagwan Das Road, M. I. Road, Near Raj Mandir Cinema, C-Scheme, M.I. Road, Jaipur, Rajasthan, India, 302001 |
| Regulator | Reserve Bank of India (RBI) |
| Website | https://www.rakamcredit.in/ |
| Effective Date | April 2024 |
| Approved By | Board of Directors |
| Review Frequency | At least annually, or earlier upon change in RBI regulations |

# Contents

**1. Introduction and Objective** ..... 4
**2. Regulatory Framework** ..... 4
**3. What Constitutes a Complaint** ..... 4
**4. Principles of Grievance Redressal** ..... 4
**5. Channels for Lodging a Complaint** ..... 4
**6. Process of Making a Complaint** ..... 5
**7. Escalation Matrix** ..... 5
**8. Reserve Bank of India – Integrated Ombudsman Scheme, 2026** ..... 6
**10. Display and Publication** ..... 6
**11. Record-Keeping, Review and Board Oversight** ..... 6

## 1. Introduction and Objective

**RAKAM CREDIT PRIVATE LIMITED** (the "Company") treats customer satisfaction as a priority function of the organisation. This Grievance Redressal Mechanism ("the Mechanism / the Policy") is designed to provide prompt and fair resolution to customers who have queries or issues pertaining to the Company's products and services, and to inform them of the successive levels to which a complaint may be escalated, up to and including the Reserve Bank of India ("RBI") Ombudsman.

## 2. Regulatory Framework

This policy is framed in compliance with the Master Direction – Reserve Bank of India (Non-Banking Financial Companies Scale Based Regulation) Directions, 2025, and the Reserve Bank – Integrated Ombudsman Scheme, as amended from time to time.

## 3. What Constitutes a Complaint

A "complaint" or "grievance" means any representation alleging a deficiency in service on the part of the Company. A request for information, or a query, is not by itself a complaint, but shall be addressed through the same channels. The Company shall not treat as a grievance any matter which is sub-judice, or which pertains to the Company's commercial judgment (such as sanction or rejection of a loan on merits), except to the extent it involves a deficiency in service.

## 4. Principles of Grievance Redressal

The guiding principles of the Company's approach to grievance redressal are:

- **Transparency:** the customer shall be informed of the channels available to raise a grievance and of the turnaround time for its investigation and resolution.
- **Accessibility:** customers shall be able to lodge grievances through multiple published channels.
- **Escalation:** where a customer is not satisfied with the resolution at a given level, the process and contact points for escalation to the next level – including the RBI Ombudsman – shall be made available on the Company's website, digital platforms (as applicable), call centre and by email.
- **Customer Education:** the Company shall make continuous efforts to educate customers so that they can make informed choices and reduce errors in transactions.
- **Review:** the Company shall review customer grievances at various levels to enhance the quality of customer service.

## 5. Channels for Lodging a Complaint

Customers may reach the Company through any of the following channels:

- Customer walk- in: Customers may visit our registered office and lodge complaint, if required, through the Complaint Register.
- Customer care telephone number: 9828511802
- Email: **account@rakamcredit.com** (customer care) / account@rakamcredit.com (Grievance Redressal Officer).
- Written communication addressed to the Company's registered/corporate office.
- Website / digital channel: Customers may register their grievance through the complaint facility made available on the Company's website or other digital platform, once enabled and published by the Company.

- Regulator / statutory authorities: Complaints received through RBI, Government authorities or any other regulatory or statutory authority shall be recorded, tracked and resolved through the Company's complaint management process.

**6. Process of Making a Complaint**

- The customer should provide the relevant loan details, a clear description of the grievance, and a contact number or email ID registered with the Company.
- Every complaint shall be acknowledged, and a unique complaint reference / tracking number shall be provided to the customer, so that the status of the complaint can be tracked.
- The Company shall endeavour to resolve each complaint within the turnaround time indicated in the escalation matrix, and in any event shall provide a final response within 30 days of receipt of the complaint.

**7. Escalation Matrix**

If a grievance is not redressed to the customer's satisfaction within the stipulated time at a given level, it may be escalated to the next level as set out below:

| Level | Authority / Contact details | Turnaround Time |
|---|---|---|
| Level 1 | **Grievance Redressal Officer / Nodal Officer**<br>**Mr. Doulat Kumar**<br>**Address:** C-18, Shop No. 34, Upper Basement Floor, Silver Square Mall, Bhagwan Das Road, M.I. Road, Near Raj Mandir Cinema, C Scheme, Jaipur, Rajasthan, 302001<br>**Email:** account@rakamcredit.com<br>**Contact:** 9828511802<br>Official Calling Number: 1600117004 | Acknowledged promptly; endeavour to resolve at first contact. |
| Level 2 | **Grievance Redressal Officer / Nodal Officer**<br>**Mr. Rajkumar Setia**<br>**Address:** C-18, Shop No. 34, Upper Basement Floor, Silver Square Mall, Bhagwan Das Road, M.I. Road, Near Raj Mandir Cinema, C Scheme, Jaipur, Rajasthan, 302001<br>**Email:** account@rakamcredit.com<br>**Contact:** 9828168068<br>Official Calling Number: 1600117004 | Endeavour to resolve within 7 working days of receipt of the grievance. |
| Level 3 | **RBI Ombudsman**<br>If the complaint is not resolved within 30 days, or the borrower is not satisfied with the resolution, the borrower may escalate the complaint to the RBI Ombudsman under the Reserve Bank – Integrated Ombudsman Scheme, 2026.<br>1. Online Complaints on CMS portal of RBI at https://cms.rbi.org.in<br>2. Postal Address: Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017 | As per the Reserve Bank – Integrated Ombudsman Scheme, 2026. |

| Level | Authority / Contact details | Turnaround Time |
|---|---|---|
| | 3. Complaints with full details as prescribed by RBI can be sent by email (crpc@rbi.org.in). | |

**8. Reserve Bank of India – Integrated Ombudsman Scheme, 2026**

If the customer does not receive a reply from the Company within 30 days of lodging the complaint, or is not satisfied with the reply given, or the complaint is rejected wholly or partly, the customer may lodge a complaint with the RBI Ombudsman under the Reserve Bank – Integrated Ombudsman Scheme, 2026, through any of the following modes:

- **Online:** the RBI Complaint Management System (CMS) portal at https://cms.rbi.org.in.
- **Email:** CRPC@rbi.org.in.
- **Physical / post:** Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.
- **Toll-free contact centre:** 14448 (for guidance in filing a complaint and to ascertain complaint status).

A complaint under the Scheme is maintainable only if the customer has first made a written complaint to the Company and the 30-day period has elapsed without a reply, or the complaint has been rejected, or the customer is dissatisfied with the reply. The complaint must be filed with the RBI Ombudsman within 90 days from the date of the Company's final response, or within 90 days after the expiry of the 30-day resolution timeline if no reply was received.

**10. Display and Publication**

- The name and contact details of the Grievance Redressal / Nodal Officer, together with the salient features of RB-IOS, 2026 and the contact details of the RBI Ombudsman / CRPC, shall be displayed prominently at the Company's registered / corporate office and every place where business is transacted, and on the Company's website.
- This Mechanism shall be published on the Company's website for the information of all customers and stakeholders.

**11. Record-Keeping, Review and Board Oversight**

- The Company shall maintain a record of all complaints received and their disposal and shall analyse the root cause of recurring complaints to improve service quality.
- A consolidated report of complaints received, resolved and pending shall be periodically reviewed by the management and placed before the Board of Directors for oversight, in line with applicable RBI conduct and governance requirements.
- This Mechanism shall be reviewed by the Board at least once a year, or earlier upon any material change in the applicable RBI directions.
- A consolidated statement of customer complaints, including a 'Nil' report if no complaints are received, shall be placed before the Board of Directors **every quarter.**
- The report to the Board shall include an age-wise analysis of pending complaints (e.g., pending for less than 15 days, 15–30 days) to track operational delays.

--