



MUKESH BABU FINANCIAL SERVICES LIMITED

CIN: L65920MH1985PLC035504

Regd. Office: 111, Maker Chambers III, 223, Nariman Point, Mumbai –
400021

Tel:022-26232051, 22844015

website: www.mbfsl.com e-mail id: info@mukeshbabu.com

GRIEVANCE REDRESSAL POLICY

Approved on	07.05.2026
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Customer service is extremely important for sustained business growth and as an organization, We, MBFS (“Company”), a Non-Banking Financial Company registered with the Reserve Bank of India (“RBI”), consider customer service of utmost importance and strive to ensure that our customers receive prompt, efficient, and fair service across all touch points, including digital lending channels.

PURPOSE

Customer complaints constitute an important voice of the customer, and this policy details complaint handling through a structured grievance redressal framework in line with applicable RBI regulations, including Fair Practices Code and Digital Lending Guidelines.

Complaint redressal is supported by a review mechanism to minimize recurrence of similar issues in future.

The Grievance Redressal Policy follows the following principles:

1. Customers are treated fairly and without discrimination;
2. Complaints raised by customers are dealt with courtesy and resolved in a timely manner;
3. Customers are informed of avenues to escalate their complaints within the organization and to the RBI Ombudsman, if required;
4. The employees act in good faith, transparently, and without prejudice to the interests of the customers;
5. The Company ensures accountability for services provided directly or through its Lending Service Providers (LSPs) / Digital Lending Applications (DLAs), in accordance with RBI guidelines.

INTERNAL MACHINERY TO HANDLE CUSTOMER COMPLAINTS

The Company has established an internal grievance redressal mechanism in accordance with RBI guidelines and has invested adequate resources to ensure effective resolution of complaints.

The customer care team shall be responsible for resolution of complaints/grievances within a period of **30 (thirty) days** from the date of receipt of the complaint, as prescribed under RBI guidelines.

The Company shall remain fully responsible for handling complaints arising out of services provided directly or through DLAs/LSPs.

Every attempt will be made to provide suitable and appropriate solutions. If the customer remains dissatisfied, they may escalate the complaint through the mechanism set out below.



TIME FRAME

- All complaints shall be **acknowledged within a reasonable time** (preferably within 48 hours).
- Complaints shall be resolved within **30 (thirty) days** from the date of receipt.
- Customers shall be informed of any delays along with reasons and expected timelines.

TOUCH POINTS

Customer complaints constitute an important voice of customer, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The customer can raise their concerns pertaining to the Company, or through its DLAs/LSPs platform in the following matters:

GRIEVANCE REDRESSAL MECHANISM

Customers may raise complaints relating to services provided by the Company, including those facilitated through DLAs/LSPs, including but not limited to:

- Loan application and processing
- Key Fact Statement (KFS) disclosures
- Interest rates (APR), fees, and charges
- EMI schedule and repayment issues
- Unauthorized charges or transactions
- Data privacy and consent-related concerns
- Fraud, misrepresentation, or coercive recovery practices
- Issues arising from digital lending platforms or third-party service providers

to the authorized representatives of the Company as below:

NODAL GRIEVANCE REDRESSAL OFFICERS

Customers are requested to address all their grievances at the first instance to the Nodal Grievance Redressal Officer. The contact details of the Nodal Grievance Redressal Officer are:

Mr. Mahesh Thakar

Address: 111, Maker Chambers III, 223, Nariman Point, Mumbai – 400021

Contact No: 022-26232051, 22844015

Email: info@mukeshbabu.com

The Nodal Grievance Redressal Officer may be reached on the number provided above anytime between 10:00 to 18:00 (IST) from Monday to Friday



except public holidays or through the e - mail address above. The Grievance Redressal Officer shall endeavour to resolve the grievance within a period of 30 (thirty) days from the date of receipt of a grievance.

ESCALATION TO THE RESERVE BANK OF INDIA

If any complaint lodged by the borrower against the Company or the LSP engaged by the Company is rejected wholly or partly by the Company, or the borrower is not satisfied with the reply; or the borrower has not received any reply within 30 days of receipt of complaint by the Company, the said borrower can lodge a complaint over the Complaint Management System (CMS - <https://cms.rbi.org.in/>) portal under the Reserve Bank-Integrated Ombudsman Scheme (as applicable) or send a physical complaint to

“Centralised Receipt and Processing Centre,
4th Floor, Reserve Bank of India,
Sector -17, Central Vista,
Chandigarh - 160017”

as per the grievance redressal mechanism prescribed by the Reserve Bank.

REVIEW OF THE POLICY

This Policy shall be reviewed periodically and updated as necessary to ensure compliance with applicable laws, regulations, and RBI guidelines.