

Grievance Redressal Policy for Stakeholders

Stakeholders are individuals or groups concerned or interested with or impacted by the activities of the businesses and vice versa, now or in the future. Typically, stakeholders of a business include, but are not limited to, its investors, shareholders, employees, and workers (and their families), customers, communities, value chain members and other business partners, regulators, civil society actors, and media. Chirag Credit Private Limited (Chirag) recognizes employees, customers, investors, and communities as key stakeholders.

A complaint is an expression of dissatisfaction with a product or service, either orally or in writing, from internal and external stakeholders. Complainants may have genuine cause, although some may be result of misunderstanding or an unreasonable expectation about a product or service.

Complaints are also used as a feedback instrument for bringing about improvement in services. The Grievance Redressal Policy broadly strives to ensure that:

- The stakeholders have full right to register his/ her complaint if he/ she is not satisfied with the services provided by the company.
- The stakeholder may give complaint in writing or orally - in person / over telephone etc.
- Stakeholders will be fully informed of avenues to escalate their grievances within the organization and their rights to alternative remedies, in case of dissatisfaction with the response of the company to their complaints.
- The organization shall treat all complaints efficiently in an unbiased manner as handling it otherwise will damage the company's reputation and business.
- To make the company's redressal mechanism more meaningful and effective, a structure is designed, which would ensure that the redressal sought is just and fair and is permissible within the given framework of rules and regulations.
- The policy document will be made available on the company's website.

Grievances logged under this policy will be addressed in a timely manner and investigation outcomes will be shared with relevant parties transparently.

Objective

The policy on Stakeholder Grievance Redressal aims to reiterate the company's core values viz. Sensitivity, Integrity, Quality, Speed, Passion, Resilience and Digitally enabled, by laying down a structured system which would ensure availability of multiple channels within the company for stakeholder grievance redressal. The policy would also ensure that redressal would be fair, consistent and in accordance with the existing rules and regulations.

Stakeholder engagement mechanisms

Stakeholder group	Engagement mechanisms
Customers	Customer Satisfaction Survey Customer feedback Personal Interaction
Community	Surveys Personal Interaction Project based discussions CSR activities

Employees	Surveys Trainings Personal Interactions Departmental Meetings
Suppliers	Supplier meetings Personal Interactions Project based discussions
Government authorities and regulatory bodies	Scheduled meetings Industry forums
Investors and lenders	Earnings calls Annual Reports Investor Meets

*Frequency of stakeholder engagement mechanisms will be decided by the committee/board of directors from time to time.

Applicability

This policy is applicable to all stakeholders, i.e. individuals or groups concerned or interested with or impacted by the business activities of the organization and vice versa, now or in the future. In the case of Chirag, the policy applies to Investors, Employees, Customers, Suppliers and Shareholders.

Salient Features of the Policy

- The company's Grievance redressal cell shall be the designated point for receipt of complaints.
- Complaints received at all branches / offices shall be acknowledged and accepted.
- Complaints shall be monitored and marked as closed only after resolving / replying to the stakeholder grievance.
- Complaints received from Regulators will be resolved by Principal Nodal Officer at Head Office accordingly. The timelines as mandated by the respective regulator will be adhered to, as far as possible.
- The Grievance Redressal Policy will be accessible to all to ensure that information of lodging and resolving complaints is readily available to all. This policy will be available on the company's website as well as at Branches / Offices and shall be made available to stakeholders free of charge upon request.
- There will be no charge for lodging a complaint.
- Details of complainant and/ or complaint will be shared with other organizations/ regulatory authorities only if in accordance with the laws of the country and the stakeholder will be kept apprised about the same. Sharing of information otherwise will be done only with a written consent of the stakeholder except in the case of regulatory/ statutory provisions to disclose the same in terms of the laws in force. The same will be done only in circumstances where the input of an external agency /organization is necessary for resolving the complaint.

Grievance Redressal Timeline

Activity	Timeline
Acknowledgement of Grievance	3 Days
Screening Grievance	3 Days
Investigating Grievance	4 Days
Escalation of Grievance	4 Days
Action on the grievance	4 Days
Follow up and closure	3 Days

Review of Policy

This policy will be reviewed at annual intervals. The policy would be available on the company's website and at all branches (on request). All employees of the company will be made aware of this policy.