



CUSTOMER SERVICE POLICY & COMPLAINT REDRESSAL PROCESS

V.03

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V.03	Ms. Savita Bhogra	Mr. Prakash Pogaku	Board of Directors	02 nd September, 2026	02 nd September, 2026	Amended pursuant to RBI (NBFC – Responsible Business Conduct) Directions, 2025, and RBI (NBFC – Credit Information Reporting) Directions, 2025, as amended from time to time.



TABLE OF CONTENTS

1. INTRODUCTION.....	4
2. OBJECTIVES	4
3. APPLICABILITY	4
4. CUSTOMER SERVICE STANDARDS	5
5. CONSUMER PROTECTION COMMITTEE (CPC) OF THE BOARD	5
6. CUSTOMER GRIEVANCE REDRESSAL MECHANISM.....	6
7. TIMELINES FOR COMPLAINT RESOLUTION.....	7
8. CREDIT INFORMATION REPORTING RELATED GRIEVANCES.....	7
10. ROLES AND RESPONSIBILITIES	9
11. MONITORING AND REPORTING	9
12. DISPLAY AND DISCLOSURE REQUIREMENTS.....	10
13. RECORD MAINTENANCE	10
14. REGULATORY COMPLIANCE AND PRECEDENCE	10
15. POLICY REVIEW	11



CUSTOMER SERVICE POLICY & COMPLAINT REDRESSAL PROCESS

1. INTRODUCTION

The Reserve Bank of India (“RBI”), vide Notification No. RBI/DOR/2025-26/362, DOR.MCS.REC.No.281/01-01-039/2025-26 dated November 28, 2025, issued the Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025, as amended from time to time (“Directions”) and vide Notification No. RBI/DOR/2025-26/349, DOR.FIN.REC.No.268/20.16.056/2025-26 dated November 28, 2025, issued the Reserve Bank of India (Non-Banking Financial Companies – Credit Information Reporting) Directions, 2025, as amended from time to time.

The Directions require an NBFC to have a Board-approved grievance redressal mechanism and provide for periodic review of the Fair Practices Code and functioning of the grievance redressal mechanism. The Credit Information Reporting Directions, 2025 further require a structured customer grievance redressal process for credit information-related matters, including the setting up of a Consumer Protection Committee of the Board.

Accordingly, this Customer Service Policy & Complaint Grievance Redressal Mechanism (“Policy”) has been formulated to establish a fair, transparent, efficient and customer-centric framework for customer service standards and grievance redressal mechanisms of Mufin Green Finance Limited (the “Company”).

2. OBJECTIVES

The objectives of this Policy are to:

1. establish fair, transparent and customer-centric service standards for customers of the Company;
2. provide an accessible and structured grievance redressal mechanism for customers;
3. ensure prompt and effective resolution of customer complaints, including grievances relating to credit information reporting;
4. strengthen customer protection measures and promote customer confidence in the Company's products and services;
5. facilitate continuous improvement in customer service standards through periodic review of complaints and customer feedback; and
6. ensure compliance with applicable regulatory requirements and industry best practices relating to customer service and grievance redressal.
7. ensure fair engagement by recovery agents.
8. Ensure to follow Code of Conduct for DSA / DMA / Recovery Agents & Employees of the Company.

3. APPLICABILITY

This Policy shall apply to:

1. all products and services offered by the Company;
2. all customer interactions undertaken through physical, digital or any other channels of the Company;
3. all employees, officials and departments of the Company, involved in customer service and grievance redressal activities; and
4. outsourced service providers and other persons (like third-parties, DSA/DMA & Recovery Agents) engaged by the Company to the extent their activities impact customer service or customer grievance handling.



4. CUSTOMER SERVICE STANDARDS

The Company shall endeavour to adhere to the following customer service standards:

1. treat customers fairly, courteously and transparently;
2. provide clear and accurate information relating to products and services offered by the Company;
3. establish effective mechanisms for addressing customer grievances;
4. provide customers with accessible complaint registration channels;
5. ensure timely and appropriate communication with customers;
6. maintain confidentiality of customer information;
7. continuously improve customer service standards based on customer feedback and complaint trends; and
8. comply with applicable regulatory requirements relating to customer protection.

5. CONSUMER PROTECTION COMMITTEE (CPC) OF THE BOARD

The Board of Directors of the Company shall constitute a Consumer Protection Committee (CPC) of the Board (“Committee”) for overseeing customer service standards, customer protection and the grievance redressal mechanism of the Company, including grievances relating to credit information reporting.

The Committee shall also discharge the responsibilities prescribed under the Reserve Bank of India (Non-Banking Financial Companies – Credit Information Reporting) Directions, 2025 in relation to customer grievance redressal.

Composition

The Committee shall comprise such members as may be approved by the Board from time to time.

Meetings

The Committee shall meet at such periodic intervals as may be determined by the Board or as may be considered necessary for the effective discharge of its responsibilities.

Roles and Responsibilities

The Consumer Protection Committee (CPC) of the Board shall, inter alia:

1. review and monitor the adequacy and effectiveness of the Company's customer service standards, customer protection measures and grievance redressal framework;
2. periodically review customer complaints and grievances, including complaints relating to credit information reporting, and monitor complaint trends, recurring issues and systemic deficiencies, if any;
3. review the root cause analysis of significant or recurring complaints and oversee the implementation of appropriate corrective and preventive measures;
4. oversee the implementation and effectiveness of policies, processes, controls and disclosures relating to customer service, customer grievance redressal and customer protection;
5. monitor compliance with applicable regulatory requirements relating to customer service, grievance redressal and credit information reporting;
6. recommend measures for improving customer experience, service standards and grievance handling processes of the Company; and
7. perform such other functions and responsibilities as may be delegated by the Board of Directors or as may be required under applicable laws, regulatory requirements and internal governance frameworks from time to time.

6. CUSTOMER GRIEVANCE REDRESSAL MECHANISM

The Company has established a grievance redressal mechanism for prompt and fair resolution of customer complaints. The mechanism shall ensure that disputes arising from decisions of the Company's functionaries are heard and disposed of at the next higher level of authority.

The customer Grievance Redressal Mechanism shall also be displayed on the Company's website.

Level	Authority	Timeline
Level 1	Customer Support Team	Within 10 Working Days
Level 2	Grievance Redressal Officer	Within 10 Working Days
Level 3	Principal Nodal Officer / Senior Management	Within 10 Working Days
Level 4	RBI Ombudsman / Other Statutory Remedies	As applicable

Level 1 – Raise a Service Request on CMS

(Please allow up to 10 working days for resolution)

Write to us: support@mufinfinance.com

Visit our H.O.: 201-202, Best Sky Tower, Netaji Subhash Place, New Delhi-110034

Talk to us: 011-43094300

Level 2 – Grievance Redressal Officer

If unresolved at Level 1, contact the officer below. It will take up to 10 working days for resolution.

Mr. Aditya Sharma

Monday to Saturday, 10.00 AM to 6:30 PM, excluding public holidays and second Saturday.

- Phone Number: 9910418787
- Email ID: aditya.sharma@mufinfinance.com

Please mention your previous Service Request Number when contacting the officer.

Level 3 – Principal Nodal Officer

If unresolved at Level 2, contact the officer below. It will take up to 10 working days for resolution.

Ms. Kavita Sharma

Monday to Saturday, 10.00 AM to 6:30 PM, excluding public holidays and second Saturday.

- Phone Number: 9220811198
- Email ID: nodal@mufinfinance.com

Note: If the service request raised through Levels 1, 2, and 3 remains unresolved, or if you do not get a satisfactory response within 30 days of lodging an issue/complaint, you may contact the RBI Ombudsman.

Level 4 – RBI Ombudsman

File a Complaint on RBI Portal

Visit the RBI complaint portal: Complaint Management System (CMS)

<https://cms.rbi.org.in/cms/indexpage.html#eng>

Call on Toll-Free Number

14448

Email to RBI Ombudsman

crpc@rbi.org.in

Post a Letter to RBI Ombudsman



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

Complaint Registration Process

Upon receipt of a complaint:

- the complaint shall be registered in the Company's grievance management system or complaint register;
- a unique complaint reference number shall be generated;
- acknowledgement of the complaint shall be provided to the customer through an appropriate mode of communication; and
- the complaint shall be assigned to the concerned department for review and resolution.

Categories of Complaints

Complaints received by the Company may broadly include:

- customer service-related complaints;
- loan servicing complaints;
- documentation-related complaints;
- repayment and account-related complaints;
- digital platform-related complaints;
- credit information reporting-related complaints;
- complaints relating to outsourced service providers;
- regulatory complaints; and
- any other customer grievance.

7. TIMELINES FOR COMPLAINT RESOLUTION

The Company shall endeavour to adhere to the following timelines:

Activity	Timeline
Acknowledgement of Complaint	Within 2 Working Days
Preliminary Review	Within 5 Working Days
Resolution of Complaint	Within 30 Calendar Days or such shorter period as may be prescribed under applicable regulatory requirements
Communication of Resolution	Immediately upon Closure

Where a complaint is subject to a specific regulatory turnaround time, the applicable regulatory timeline shall prevail.

Where coordination with third parties, Credit Information Companies or other entities is required, the Company shall nevertheless endeavour to resolve the complaint within the applicable regulatory timeline and shall appropriately communicate the status to the customer.

8. CREDIT INFORMATION REPORTING RELATED GRIEVANCES

The Company shall accord top priority to complaints pertaining to credit information reporting. The following complaints shall be covered under this framework:



- incorrect reporting of repayment status;
- incorrect reporting of overdue amounts;
- delayed updation of repayment information;
- loan closure not being reflected in credit records;
- delayed updation of settlement status;
- disputes raised through Credit Information Companies;
- correction of personal or account-related information;
- complaints relating to loan account reporting; and
- any other grievance relating to credit information reporting.

Upon receipt of such complaints, the Company shall:

- verify the underlying records and supporting documents;
- investigate the grievance;
- coordinate with the concerned Credit Information Company, wherever required;
- undertake correction or updation of information, where applicable;
- communicate the status of the grievance to the customer;
- where a request for correction is rejected, communicate the reasons for rejection to the customer; and
- maintain separate records of credit information-related complaints for monitoring purposes.

Regulatory timelines

As per RBI guidelines, the Company shall ensure that the final response to a complaint is provided within 30 calendar days from receipt of the complaint.

The Company shall also ensure that the internal escalation shall be structured so that successive levels do not result in the overall complaint resolution period exceeding the applicable regulatory timeline.

The Company shall comply with the timelines prescribed under the Credit Information Companies (Regulation) Act, 2005 and the applicable Rules and Regulations for updation, alteration and resolution of disputes relating to credit information.

Where the Company is required to forward corrected particulars to the CIC, the Company shall do so within the applicable prescribed timeline, including the 21-calendar-day timeline applicable to the Credit Institution under the Credit Information Reporting Directions, 2025.

Root Cause Analysis

The Company shall undertake Root Cause Analysis of customer grievances relating to credit information at least on a half-yearly basis.

The RCA shall also consider, inter alia, rejected data and Data Quality Index (DQI) issues identified by the Credit Information Companies.

The RCA shall be reviewed by top management at least annually.

Compensation for delayed resolution

Where a credit information complaint is not resolved within 30 calendar days from the date of initial filing, the Company shall provide compensation to the complainant at the rate of ₹100 per calendar day, in accordance with the applicable RBI framework.

Where the delay is attributable to more than one Credit Institution/Credit Information Company, the compensation shall be dealt with in accordance with the applicable RBI provisions.



The Company shall also comply with the applicable requirements relating to communication of rejection and reasons thereof.

10. ROLES AND RESPONSIBILITIES

Board of Directors

The Board shall:

- approve this Policy and any amendments thereto;
- constitute the Consumer Protection Committee (CPC) of the Board;
- oversee the implementation of the customer service and grievance redressal framework.
- fair practices, transparent pricing, and interest rate models.
- Establish a robust, working internal grievance redressal mechanism and review critical customer complaints alongside corrective actions with frequent internal like quarterly.

Consumer Protection Committee (CPC) The Consumer Protection Committee shall discharge the responsibilities specified under this Policy, including the requirements applicable to credit information-related customer grievances under RBI Directions.

Grievance Redressal Officer

The Grievance Redressal Officer shall:

- oversee the grievance redressal mechanism of the Company;
- coordinate with relevant departments for timely complaint resolution;
- monitor customer complaints and maintain appropriate records; and
- ensure compliance with applicable regulatory requirements.
- Coordinate resolution workflows so that unresolved disputes get escalated to higher management levels or the RBI Ombudsman framework.

Business, Operations and Other Functional Teams

The concerned departments shall:

- assist in investigation and resolution of customer complaints;
- provide timely information and support for grievance handling; and
- implement corrective and preventive measures wherever necessary.
- Operations and recovery teams must strictly avoid harassment, public humiliation, or calling at odd hours, adhering fully to telecom and privacy rules

Compliance Function

The Compliance Function shall:

- monitor compliance with applicable regulatory requirements;
- periodically review this Policy and recommend amendments, where necessary; and
- facilitate reporting to the Board or the Committee, as may be required.
- ensuring customers are treated fairly across all products.
- Monitor third-party agents, Direct Selling Agents (DSAs), Direct Marketing Agents (DMAs), and recovery partners to guarantee they abide by approved codes of conduct.

11. MONITORING AND REPORTING



The following information shall be reviewed periodically and placed before the Consumer Protection Committee:

- total complaints received during the period;
- category-wise complaints;
- complaints resolved;
- complaints pending for resolution;
- complaints relating to credit information reporting;
- repeat complaints;
- root cause analysis of recurring complaints; and
- corrective and preventive actions undertaken.

The Committee may recommend process improvements and corrective actions based on its review.

12. DISPLAY AND DISCLOSURE REQUIREMENTS

- The Company shall make available appropriate details relating to its grievance redressal mechanism through its website and other customer touchpoints, wherever applicable.
- The customer Grievance Redressal Mechanism is also displayed on the Company's website along with contact details of Grievance Redressal Officer.
- Display of Fair Practices Codes (FPC) on the website of the Company.
- Details of Interest Rate, Penal Charges and other fees details on the website of the Company.
- Code of Conduct for DSA / DMA / Recovery Agents and employees engaged in the collection of dues.
- details of Recovery Agencies as required under applicable RBI directions.

13. RECORD MAINTENANCE

The Company shall maintain appropriate records relating to:

- customer complaints and grievances;
- actions taken for their resolution;
- communications exchanged with customers;
- complaint closure details;
- complaints relating to credit information reporting; and
- periodic MIS and reports placed before the Committee and the Board.
- any other records as may be required under applicable laws, regulatory requirements and internal policies.
- Any other escalation mails and communication for audit purpose.

Such records shall be preserved for as per Company's Policy on preservation of documents or such period as may be prescribed under applicable laws, regulatory requirements, whichever is longer.

14. REGULATORY COMPLIANCE AND PRECEDENCE

In the event of any conflict or inconsistency between the provisions of this Policy and the applicable laws, rules, regulations, notifications, circulars or directions issued by the Reserve Bank of India (RBI) or any other competent authority, the provisions of the applicable law or regulatory requirements shall prevail.



15. POLICY REVIEW

This Policy shall be reviewed periodically, and at least once every year, or earlier, if required due to any change in applicable laws, regulations, RBI Directions or the business requirements of the Company. Any amendments to the Policy shall be placed before the appropriate authority for review and approval.
