



# **Baid Leasing and Finance Co. Ltd.**

## **Grievance Redressal Mechanism Policy**

Baid Leasing and Finance Co. Ltd. all rights reserved. This document is constitute Property of Baid Leasing and Finance Co. Ltd. and no part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording or in any manner whatsoever without explicit consent of Baid Leasing and Finance Co. Ltd.. Any violation shall be treated as violation of terms of employment and appropriate action shall be taken accordingly.

Company Circulation

## Version Control

Document Version	Description of Change/ Annual Review	Date	Prepared / Changed by
1.0	Annual Review	<b>22nd June 2021</b>	Office of Chief Financial Officer

Baid Leasing and Finance Co. Ltd. all rights reserved. This document is constitute Property of Baid Leasing and Finance Co. Ltd. and no part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording or in any manner whatsoever without explicit consent of Baid Leasing and Finance Co. Ltd.. Any violation shall be treated as violation of terms of employment and appropriate action shall be taken accordingly.

Company Circulation

The Company has provided for three tier Grievance Redressal Mechanism to resolve any of its customers query / grievance.

**Level 1:**

The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation/alteration of credit information. The details of the Grievance Redressal Officer are given as follows:

GRIEVANCE REDRESSAL OFFICER – MR. AMAN BAID  
ADDRESS - “BAID HOUSE”, 2ND FLOOR, 1-TARA NAGAR, AJMER ROAD, JAIPUR-06  
DESIGNATION – DIRECTOR & GRIEVANCE REDRESSAL OFFICER  
CONTACT NO. - 9214018855  
E-MAIL ID - [amanbaid@baidgroup.in](mailto:amanbaid@baidgroup.in)

**Level 2:**

If the complaint is not resolved within 15 days, the customer shall complaint to the Chairman of the Company at his email id: [baidfinance@baidgroup.com](mailto:baidfinance@baidgroup.com)

**Level 3:**

If the complaint / dispute is not redressed within a period of one month from date of its receipt by the Chairman, the customer may appeal to:

Deputy General Manager,  
Department of Non-Banking  
Supervision, Reserve Bank of India,  
Tonk Road, Jaipur – 302004

**Points to be complied with along with the redressal process thereof:**

- The above information shall also be displayed at the branches / places where the business of the Company is transacted for the benefit of the customers.
- In case of complaints received, the concerned Relationship Manager would report the matter with full details within 2 days from date of receipt, to grievance redressal officer (GRO).
- The GRO shall take all necessary steps to redress and resolve the grievance, and will send a response as soon as possible and in any case not later than a maximum period of 15 days. If the complaint received from the customer is in respect of updation/alteration of credit information, the same shall be responded with 10 working days.

Baid Leasing and Finance Co. Ltd. all rights reserved. This document is constitute Property of Baid Leasing and Finance Co. Ltd. and no part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording or in any manner whatsoever without explicit consent of Baid Leasing and Finance Co. Ltd.. Any violation shall be treated as violation of terms of employment and appropriate action shall be taken accordingly.

- Any unresolved / not replied grievance shall be escalated to the Chairman and Managing Director of the Company, who shall take all necessary steps to redress and resolve the grievance, and will send a response as soon as possible and in any case not later than a maximum period of one month of its receipt from the GRO.
- The Status Report on all complaints shall be placed before the Board of Directors for their review on a quarterly basis.

<b>Proposed by:</b>	
<b>Name</b>	<b>Signature</b>
Mr. Aditya Baid, Chief Financial Officer	
<b>Reviewed by:</b>	
Mr. Aman Baid, Whole Time Director	

<b>Approving Authority</b>	Board of Directors
<b>Date of Approval/ Review</b>	June 22, 2021

Baid Leasing and Finance Co. Ltd. all rights reserved. This document is constitute Property of Baid Leasing and Finance Co. Ltd. and no part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording or in any manner whatsoever without explicit consent of Baid Leasing and Finance Co. Ltd.. Any violation shall be treated as violation of terms of employment and appropriate action shall be taken accordingly.

Company Circulation